



走在精神健康最前線  
On the forefront of mental health



利民會

Richmond Fellowship  
of Hong Kong

2020-2021

年度服務報告

ANNUAL REPORT



# 「復元公民，翱翔社群」



利民會  
Richmond Fellowship  
of Hong Kong

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### 鳴謝 Acknowledgement

# 關於我們 About Us

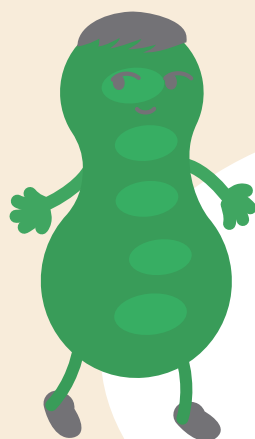
## 信念、使命及核心價值 Vision, Missions & Core Values



### 信念 Vision

成為一個重視服務使用者參與、領導和創新的社區精神健康組織。

To be a leading and innovative community mental health organisation committed to users' participation.

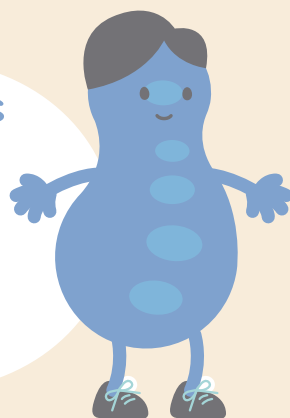


### 使命 Missions

- 為精神病患者及社區提供全面以社區為本的精神健康服務。  
To provide comprehensive community-based mental health services for persons with mental disabilities and the community.
- 持續改善現有服務，並發展新的服務模式，以回應服務使用者的需要。  
To continuously improve existing services and to develop new models of care in response to users' needs.
- 鼓勵服務使用者參與機構政策之制定及服務之提供。  
To empower users' participation in policy formulation and service provisions.
- 為精神健康服務的發展，提供訓練及專業意見。  
To provide training and professional advice on mental health services.

### 核心價值 Core Values

- 尊重 Respect
- 遠見 Foresight
- 全人 Holistic
- 知識與專業 Knowledge and Profession



## 機構管治 Corporate Governance





## 主席獻辭 Chairman's Message



執行委員會主席  
吳日嵐教授  
Prof. NG Yat Nam Petrus  
Chairman of Executive Committee

2020至2021年度是面對挑戰的一年。

### 共同應對新冠疫情

在冠狀病毒世紀大爆發的疫情多次反覆之下，利民會為了充分保障服務使用者和員工，因應抗疫需要不斷改變運作的安排，在年內又多次向服務使用者及員工致送防疫用品、購物券、營養食品及湯券等物資，旨在疫情中彼此分隔時仍然不斷表達關顧，並讓大家增強免疫力，盡可能減低感染的機會。在2020年上半年開始，各部門為配合政府的防疫政策，一方面採取嚴密的防疫及申報措施，同時暫停了非緊急的實體接觸，改為安排部份服務單位的同事留家工作，向服務使用者提供電話及線上的支援。這期間本會分別獲得賽馬會的抗疫基金及悟宿基金的贊助，向服務使用者，家屬和中、小學生送贈手提電話、平板電腦和上網咭等設備，又給予訓練，讓相關的人士能在線上通訊及參與小組活動，使線上支援迅速成為服務的新常態，暫時取代了在服務中心內的實體聚會。不過，有需要全天候運作的服務，例如：住宿訓練及即時通24小時精神健康守護同行計劃則毫不間斷地維持服務，回應社區需要。即時通的熱線服務在爆疫初期，短短兩個月內的求助來電經已上升17%，顯見市民的情緒支援需求有所增加。住宿訓練服務則加強了個人健康教育，同時透過設置一些減少人際接觸的設備及謝絕外賓探訪等策略，避免病毒感染或蔓延。各住宿服務單位更在年內分別進行了演習，模擬萬一在宿舍中有個別人士受到感染時的即時應變措施，使舍友和同事都能居安思危，預先做好應對危機的準備。其後，因應政府的防疫規定，各同事亦按需要定時檢測及接種疫苗，在服務使用者和各級同事上下一心的努力之下，本會各部門經已做到了全面預防病毒感染的果效。

### 重整架構、善用專長

本會歷來十分重視不同持份者在會務上的參與，故在服務單位之上設有多個諮詢委員會，成員包括精神健康服務相關專業人士、復元人士、家屬及義工等。多年來不同的服務都經歷了不同的發展，有需要對諮詢委員會架構作出重組。為了優化各諮詢委員會的安排，並善用人力資源，執行委員會在2021年議決將相同性質服務單位的諮詢委員會重組，讓更多專業人員可以加入其他小組委員會，強化整個管治團隊的運作。

2020-2021 is a year full of challenges.

### Joint response to the epidemic

In response to the ups and downs of the coronavirus epidemic, Richmond Fellowship of Hong Kong keep changing different operational arrangements in order to protect our service users and employees in response to the need to fight the coronavirus. During the year, lots of anti-epidemic supplies, shopping vouchers, nutritious food, soup vouchers and other materials were distributed. Apart from expressing our sincere concerns when people are separated from each other, we also hope to help to enhance their personal immunity and to reduce the chance of infection as much as possible. Since the first-half of 2020, in order to align with the government's epidemic prevention policies, all our departments have adopted stringent inflection and prevention control and declaration measures. In addition, non-emergency physical services have been suspended and we have arranged some staff to work from home providing telephone and online supports to service users. During this period, we have received sponsorships from Jockey Club Community Sustainability Fund and Providence Foundation Limited, and so we are able to give service users, family members, and primary and secondary school students with free mobile phones, tablets, data packages and other equipment. Aiming to replace physical gatherings and services in our centres temporarily, many trainings using online mode are provided to enable adoption the new normal of services. However, there are services that need to operate around the clock, such as residential training services and our hotline service, JUSTONE 24-Hour Community Mental Health Support Project, to ensure responding to the needs of the community without interruption. In the early stage of the epidemic, the number of calls in the hotline service had recorded an increase of 17% in just two months. It is obvious that the public's need for emotional support is also increased. We also strengthened individual health education in the residential training services. We employed strategies by setting up some equipment to reduce interpersonal contact and suspending guest visits to reduce the possibility of virus infection or spread. And each residential service unit also conducted drill exercises during the year to simulate immediate response measures in the event that an individual in the house was infected, so that our colleagues and roommates could be well prepared for possible crisis that may happen. Since then, in response to the government's epidemic prevention regulations, colleagues have also been tested and vaccinated regularly as needed. With the concerted efforts of service users and colleagues at all levels, all departments of this association have achieved a comprehensive prevention of virus infection.

### Restructure and make good use of expertise

We sincerely valued different stakeholders' participation of the Fellowship's affairs, therefore we have established multiple advisory committees on different units and the members include mental health service-related professionals, persons in recovery, family members, and volunteers. Over the years, different services have undergone different developments and achievements, and there is a need to reorganize the structure of the advisory committee. In order to optimize the arrangements of the advisory committees and make good use of human resources, the executive committee resolved in 2021 to reorganize the advisory committees of service units of the similar nature so that more professionals can join other subcommittees in order to strengthen the operation of the entire governance team.



## 穩定的資源、持續的發展

儘管持續反覆的疫情強令人際隔閡，個別服務使用者可能受到社會氛圍影響而產生負面情緒，但本會優秀的同事秉持赤子之心，緊守崗位，以持續提供服務為己任，既維持優質的服務，又開拓嶄新的項目。年內，本會財務儲備充足，整筆撥款儲備額繼續維持在理想的水平；人力資源也十分穩定，人手流轉率較上年度還有明顯下降。

在服務發展方面，即時通24小時精神健康守護同行計劃，得到利希慎基金、周大福基金及嘉里集團的贊助，自2021年1月開始延續服務兩年，並期望往後能得到政府將這項服務納入資助範圍。該服務項目在這階段更加入了聊天機械人擔任服務分流，並提供線上支援容許市民透過文字訊息求助，更將系統提升，以網絡電話及電腦聯通，讓各部門可以同時操作有關服務，大大提昇了這些服務的彈性。

這年內，本會又開發了多項嶄新服務。隨著青少年及幼小家屬的服務需要漸受關注，本會推行了《智叻精靈》服務計劃，以友樂坊為基地，提供親子遊戲治療訓練。此外，為協助住宿服務的舍友提升生活技能，並增加綠化的環境，翠華之家獲華永會資助《尋找生命根「園」》計劃，在宿舍之內採用園藝治療的手法吸引舍友參與，其中所設置的魚菜共生系統，既可觀賞，亦有教育意義。黃大仙及港島東友樂坊則在2021年下半年開始獲藝術發展基金資助《總有你舞台》計劃，俾參加者各自發展所長，學習以樂器或戲劇方式表達自己。

本會的服務發展，並不止於原有的服務。同事們不斷發展創新的服務項目，以回應社區內持續增長的需求。在2021年，張斯皓同工策劃的《暖爸吧》計劃獲賽馬會教師社工創新力量計劃挑選為本年度的資助項目之一，並給予相關的訓練和發展資金。利民社區網得到共濟會的贊助，委托本會管理及共同推行《元圈行動》計劃，進一步訓練會員的才能以發展自助組織。

在公眾教育方面，本會除了在常規服務的介入之外，亦透過不同的社交及主流媒體提供精神健康教育。過去一年，在本會網站及社交媒體發放相關的資訊及節目亦因應疫情及社會需要而大幅度增加。在2021年第三季，本會更獲贊臣藥廠贊助於VivTV以孤獨病為主題，播出一連兩集關於抑鬱症的精神健康教育節目，專業服務人員和復元人士家屬一同剖析了相關知識及親身體會。

## 推動「復元公民」服務理念

本會醞釀經年，參考耶魯大學的「復元公民」的服務理念，擬把有關服務手法在香港本土化。早在2020年初，本會派出六人參訪團，前往耶魯大學參觀學習，從中了解如何應用有關手法。惟他們回港時，適值新冠病毒在港肆虐，只能透過線上活動訓練其他同事，而有關的先導小組亦僅在同年9月才在線上開始推行。如今第一階段的先導小組經已如期完成，第二階段的小組因應疫情緩和，可以實體進行，相信效果會更加理想。此外，第一屆家屬訓練課程畢業禮於2021年8月20日舉行，而家屬的參與，代表著從另一個持份者的角度支持和推動復元公民計劃。有關復元公民的實踐及反思，訂於第14屆利民會亞太論壇會議中展示。有關會議原訂於2021年12月在香港舉行。惟因疫情引致多國封關及檢疫法規的影響，該會議順延至2022年底方才舉行。

## 總結

儘管在這一年內疫情反覆，公共衛生政策令服務單位在期間大部份時間未能實體進行服務，本會一方面維持財政和人手穩定，另一方面亦推動了多項嶄新服務發展及公眾教育，並在其中獲得政府及多個基金的贊助，又得到不同專業的同工、復元人士、家屬、義工及同事的鼎力支持，回應了社會對服務的需求。在此謹代表利民會執行委員會全人誠摯感謝所有曾經出力或出資支持的持份者，也特別鳴謝在這一年時局挑戰之中仍緊守崗位、不懈努力的同事，讓利民會能繼續與社會上的弱勢社群同行！

## Stable resources, sustainable development

Although the continuing recurring epidemics are causing barriers and individual service users may have negative emotions as affected by the social atmosphere, our outstanding colleagues adhere to their pure hearts, stick to their posts, and take continuous service provision as their own responsibility not only to maintain high-quality service, but also open up new projects. During the year, our financial reserves were sufficient, and the lump-sum allocation reserve continued to be maintained at an optimal level; human resources were also very stable, and the staff turnover rate had also dropped significantly compared with the previous year.

In terms of service development, our hotline service, JUSTONE 24-Hour Community Mental Health Support Project, is sponsored by the Lee Hysan Foundation, Chow Tai Fook Charity Foundation and Kerry Group. This service will be extended for another two years starting from January 2021, and we hope that the government will support this project in the future and make it another subvented service. Up to now, the hotline introduced the chat robot, JUSTBOT, as a service triage, to provide online support that allow citizens to ask for help simply through text messages, and the further upgrade of the system allowed integration of internet phone and computers, so that various departments can operate related services at the same time, which greatly improves the flexibility of the service.

During this year, we have developed a number of brand-new services. As the service needs of youth and young family members have gradually attracted attention, we have implemented the "Mental Health Smarties" service plan, which provides parent-child play therapy training on our ICCMWs (Aloha) as the service base. In addition, in order to improve the life skills of the service users of our residential training service and to increase the green environment, sponsored by The Board of Management of the Chinese Cemeteries, "Finding the Root of Life" project was implemented using horticultural therapy in Tsui Wah House to attract the participation of the service users; and the aquaponics system in the project is enjoyable and educational. In the second half of 2021, our Alohas in Wong Tai Sin and Hong Kong East have received funding from the Arts Development Fund for the "Always Have Your Stage" project to allow participants to develop their own strengths and learn to express themselves in musical instruments or drama.

Our service development is not limited to the regular services. Colleagues continue to develop innovative service projects to respond to the growing needs in the community. In 2021, the project "Daddy Hour" headed by Horace Cheung was selected by InnoPower@JC: Fellowship for Teachers and Social Workers as one of the funding projects this year, and training and development funds were given. Richmond Fellowship Community Network has also received sponsorship from the Freemasonry, and entrusts the Fellowship to implement the "Mission CIRCLE" Project together to further develop members' talents of in self-help organizations.

In public education, apart from regular intervention services, the Fellowship provided mental health education through various social and mainstream media. Last year, our social media activities have been substantially increased according to the needs during the pandemic period and social environment. In the third quarter of 2021, we obtained the sponsorship from Janssen Pharmaceuticals to launch a two-episode mental health program "If-you-feel-alone" in ViuTV to address the relevant knowledge and personal experience in depression in Hong Kong by professional staff and caregiver.

## Promote the service concept of "Recovering Citizenship"

After years of deliberation, the Fellowship plans to localize relevant service methods in Hong Kong with reference to the service concept of "Recovering Citizenship" originated from Yale University. As early as the beginning of 2020, we sent six colleagues to Yale University to learn how to apply the relevant techniques. Yet after the team returned to Hong Kong, the COVID-19 epidemic outbreak and so only online activities and trainings to other colleagues could be delivered. By September 2021, we launched pilot groups in online mode. Now the first pilot phase has been completed as scheduled and the groups of the second phase can be carried out face to face due to the alleviation of the epidemic, and I believe the outcome will be even better. In addition, the graduation ceremony of the first family training programme was held on 20 August 2021, representing the participation of family members in the support and promotion of the Recovering Citizenship. The 14th AsPac International Mental Health Conference was originally scheduled in Hong Kong in December of 2021 to showcase the practice and reflection of the Recovering Citizenship. However, we need to put off the conference to the end of 2022 due to the impact of customs and quarantine regulations in various countries caused by the epidemic.

## Summary

Despite the fluctuating impact of epidemics during the year, many face-to-face services could not be delivered due to the implementation of new public health policies, yet we maintained financial and manpower stability and at the same time we launched various new service development and public education by receiving sponsorship from the government and multiple foundations, as well as strong support from colleagues among different professions, persons in recovery, caregivers, and volunteers to respond to the community need for services. On behalf of the Executive Committee of the Fellowship, I would like to convey my sincere thankfulness to all the stakeholders for your every effort made to support us in person or financially. And I need to thank our hard-working colleagues who dedicate their efforts to overcome different challenges during this remarkable year. Because of you, Richmond Fellowship of Hong Kong continues to walk with the underprivileged people in the society!

# 總幹事報告 Director's Report



總幹事  
馮祥添博士  
Dr. FUNG Cheung Tim  
Director

## 「重大的危機能造就偉大的人物和壯舉」

--已故前美國總統甘乃迪

回顧過去一年當全球面對新冠病毒的反覆肆虐，並在香港嚴峻的疫情之下，本會既要維持各項服務的運作，同時亦要關顧服務使用者和同事的身心健康，便推行了各式的應變措施，在疫症蔓延的危機當中迎難而上，持續發展。

### 同心攜手做好防疫

我們的工作團隊啟動了危機應變的機制，在面對各種風險因素的時候，就著社區感染的最新情況，並基於謹慎預防感染的準測，多次調整服務運作及人力資源等政策和工作安排；包括暫停各部門非必要的實體接觸但維持緊急的面談服務、向服務使用者及同事提供防疫設施、與前線同事議訂防疫申報機制、限制日間服務的出席人數及定時消毒安排、在院舍服務設置飯桌座位間的間隔、在各院舍進行感染演習等。期間我們亦緊守著維持公共衛生的原則，配合法規執行必須的措施，例如：安排住宿服務的同事定期做核酸檢測、按法例規定減低共同參與活動的人數等。同事們都明瞭要做好前線的服務，維持自身的健康是先決條件。因此，他們自發做好防疫工作，在許可情況下，都已接種預防新冠病毒的疫苗。

### 關顧同事情緒需要

本會作為從事精神健康服務的機構，也十分關心同事自身的精神健康。我們明白當同事感受到疫情十分接近時，例如：當個別服務單位鄰近的屋邨及商場爆疫、陸續有一些機構的住宿服務單位發現有人染疫、個別同事因居所附近有人確診而被隔離檢疫等，會因而擔心自身的安全，但是令人敬佩的是他們依然堅守工作崗位。為了讓同事感到工作環境較為安全，我們採取了以下的應對措施，包括：增加配備防疫設施、安排同事留家工作、彈性午膳時間、給予情緒支援、安排有需要的同事作病毒檢測或居家隔離、向住宿服務同事提供額外津貼等。我們也在去年持續推行「鬆一鬆」計劃，鼓勵同事每日在辦公室騰出15分鐘時間，做一些減壓活動。實行以來，這計劃深受同事的歡迎及積極參與，同事之間也更加團結。

*“Great crises produce great men, and great deeds of courage,”*

*— J.F. Kennedy, the late ex-US President*

Looking back to the last year for the global outbreak of COVID-19, and during the severe epidemic in Hong Kong, we needed to maintain the operation of services, and at the same time to take care of the physical and mental well-being of the service users as well as our staff. And for such purposes, different contingency measures had been implemented to overcome the difficulties and to ensure the development of the Fellowship.

### Working together to fight the epidemic

Coping with the latest community situation and risk factors of the epidemic, and considering the guidelines of preventing infection, many crisis emergency mechanism had been activated and we repeatedly fine-tuned our policies and working arrangement of service operations and human resources, including: provision of epidemic prevention facilities, discussion with front-line staff on epidemic prevention declaration mechanisms, limited the number of attendees of daytime services, arrangement on disinfection schedules, placement of dividers on dining area, and conduction of infection drills in our residential houses. During this period, we also adhered to the principle of maintaining public health and executed the policies according to laws and regulations, such as arrangement of regular Covid-19 nucleic acid tests for colleagues in residential services and reduction of the number of people participating in joint activities in accordance with the law. In order to provide precise frontline services, our colleagues knew that maintaining our own health during the epidemic is the pre-requisite. Therefore, they took the initiative on epidemic prevention, and had been vaccinated against the new coronavirus when appropriate.

### Taking care of emotional needs of our staff

As an agency engaged in mental health services, we concerned about the mental health of our staff as well. For example, in times when the locations of service units were close to the outbreaks in a public housing estate or a shopping center, or the living places of our staff were near to people who were COVID-19-diagnosed and being quarantined, we understood that our staff might worry about their own safety for the nearby epidemic situations. Despite the pandemic challenges, it is admirable that our staff still stuck to their position. In order to make our staff feel safer in the working environment, we adopted various measures including the increase of the provision of epidemic prevention facilities, work from home arrangement, flexible lunch hours, provision of emotional support, arrangement to staff in need to have COVID-19 testing and home quarantine, and additional allowances to the staff of our residential services, etc. We also launched a daily 15-minute-beak scheme to encourage our staff to take an office break for some refreshments or for some relaxing activities during the busy days. Reviewing the scheme, we are happy to see that our staff welcomed the scheme with active participation and became more united.



## 危機中的服務新發展

在疫情期間，市民顯著在生活上面對壓力，整體的精神健康也受到影響。因應實體活動被迫全面暫停的情況，我們的同事迅速建立了線上的個人及小組支援，並透過社交媒體向服務使用者和家屬傳遞精神健康的訊息。令人欣喜的，是有些本來不善於運用線上媒體的服務使用者，在獲贈智能手機或平板電腦，並經過同事的悉心訓練之後，迅速學懂線上操作，能夠持續參與不同的活動。而在疫情退潮之時，不少服務使用者經已熟諳線上操作方法，在實體服務以外增添了網上服務的選擇，而不一定要親身到服務中心面談。因此，可見線上的支援得到普及化，並被視為有效的服務平台。疫情對人際交往的隔阻，卻造就了藉著線上服務的新常態。

儘管恆常服務受到疫情一定的影響，但卻無減同事穩中求變，推動創新的熱誠。這一年，《即時通》24小時精神健康守護同行計劃獲得新的基金資助，同時運用人工智能，以聊天機械人的形式進行服務分流。翠華之家善用有限的空間，運用園藝治療的理念，讓舍友參與建立魚菜共生的可觀賞系統，提升生活意義。友樂坊以遊戲治療手法推行了親子精神健康教育，又安排訓練項目，推動會員在表達藝術方面的發展。《利民社區網》得到資助，推行一系列由復元人士及家屬義工帶領的活動，並舉辦多項線上精神健康教育講座。《復元公民》計劃安排同事從耶魯大學參訪回港後，持續推行本地化的工作，舉辦了多次朋輩帶領員的訓練；首兩個為服務使用者而開辦的復元公民先導小組經已完成，現正進行第二階段的兩個先導小組，進一步評估服務成效。賽馬會教師社工創新力量計劃更挑選了本會的《暖爸吧》計劃為本年度資助的創新項目之一，給予同事相關的訓練並提供服務經費。我們又藉著ViuTV一連兩集的節目「孤獨病」以輕鬆、生活化的角度和氣氛去閒聊抑鬱症，提升社會大眾對自身精神健康的覺醒。

## 培訓人才、回應需要

在不斷求進、努力創新的工作當中，每一位不離不棄、緊守崗位的同事，都是創造佳績的無名英雄，在此我要向這些一起奮鬥的同事致敬！

一如以往，我們為同事的發展需要提供了不少培訓的安排，除了每位同事可獲資助參加自發進修活動之外，年內本會共舉辦了16次培訓活動，參加同事共有420人次，其中包括壓力管理及靜觀練習，在培訓活動中亦關顧同事的身、心、靈需要。同期，我們亦為9位管理人員安排工作上的教練支援，促使他們在帶領團隊方面的成長，提升自己的觸覺去處理日常事務及解決困難，同時也刺激同事多作反思，學習回應當下個人的自身感受，實際上鼓勵同事多關顧個人的心理需要。為進一步強化團隊合作，我們更在去年推動欣賞文化計劃，鼓勵同事之間彼此欣賞，在工作和生活上都互相支持，藉以加強大家對機構的歸屬感。

## 大眾精神健康是首要目標

雖然新冠病毒疫情在目前隨著感染率逐漸下降而漸見曙光，但在疫情過後的社會復甦過程中，相信仍會迎來不少新的挑戰。

在面對未來社會需要時，我們會繼續秉持與大眾同行的角色，加強精神健康公眾教育，從前瞻的角度著手，做到全面預防、及早識別及盡早介入。目前，本會不少的精神健康公眾教育活動都是透過新媒體向受眾發放，包括Facebook及《即時通》的線上平台，同時也藉著業界同工的交流、協作，共同推動。期盼與同事們、家屬及服務使用者繼續同行，走在精神健康最前線。

## New service development in crisis

During the epidemic, citizens were significantly under stress in their daily livings and the overall mental health condition was also affected. Due to the suspension of physical activities, our staff rapidly established online supports for individuals and groups, and mental health messages had been sent to service users and their families through social media. We are happy to see that some service users who were not familiar with online media showed great improvement on participating different online activities after receiving smartphones or tablets and attending trainings by our staff. When the epidemic alleviated, our service users were already familiar with online operations which increase their choices of receiving services, now not limited to physical face-to-face contacts. Obviously, online support has been popularized and regarded as an effective platform for delivering services. The epidemic blocked interpersonal communication, but it created a new normal through online services.

Although the regular services have been affected by the epidemic, the enthusiasm on seeking new changes and promoting innovation to our staff has not subsided. This year, JUSTONE 24-Hour Community Mental Health Support Project received new funding, and also started to use artificial intelligence to triage people with different service needs in the form of chat robots. Tsui Wah House made good use of the limited space and used the concept of horticultural therapy to allow service users to participate in the establishment of aquaponics system enhancing residents' meaning of life. By using play therapy, ALOHA promoted parent-child mental health education and arranged training programs to promote members' development in expressive arts. Led by peer leaders and their caregivers, Richmond Fellowship Community Network received funding to implement a series of activities and held a number of online mental health education seminars. After returning from Yale University, our staff continued to implement localization work and organized a number of peer-leader trainings for Recovering Citizenship. The first two pilot groups for recovering citizenship to serve users had been completed. And two more pilot groups are currently in the second phase for further effectiveness evaluation. InnoPower@JC: Fellowship for Teachers and Social Workers selected our project, Daddy Hour, as one of their innovative projects. And apart from funding, our staff will also receive related training. We also made use of a two-episode program "If-you-feel-alone" broadcast in ViuTV to address depression in a relax ambience, daily-oriented approach to increase the awareness on public mental health.

## Training talents and responding to needs

In the journey of continuous improvement and innovation, our colleagues who take the mindset of never giving up have stuck to their positions to serve, are all unsung heroes to the great achievements. Salute to these colleagues who have worked hard together!

As our usual practice, we had provided numerous trainings to meet the development needs of our staff. Each staff not only could be subsidized to participate in self-initiated staff development scheme, but they might also join 16 training programs organized by the Fellowship. A total of 420 staff members joined the programs including stress management and meditation exercises. During the training, they could take care of their physical, mental, and spiritual needs. At the same time, we also arranged coaching support for 9 managerial staff to encourage them to grow in leading capacity; improve their sensitivity of handling daily tasks and solving difficulties; and also stimulate them to self-reflect and learn to respond to their individual feelings to encourage them to take care of their own psychological needs. To further strengthen teamwork, we promoted the appreciation culture program last year to encourage staff to appreciate and support each other during work and daily lives, so as to increase their sense of belonging towards the Fellowship.

## Public mental health is the primary goal

Despite the gradually decreasing infection rate during the epidemic, it is foreseeable that the society would face different new challenges during recovery.

Facing future social needs, we will continue to uphold the role of companionship with the public, enhance mental health public education, and start from a forward-looking perspective to achieve comprehensive prevention, early identification and early intervention. Currently, we deliver mental health public education activities to our service beneficiaries through new media, including Facebook and the online platform of JUSTONE. Meanwhile, we collaborated and exchanged ideas with workers in the field to co-create mental well-being in the public. I look forward to continual collaboration with staff, family members and service users to be at the forefront of mental health.



## 2020 – 2021 委員會及顧問名單 Lists of Committees & Consultants

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主席 Chairman	吳日嵐教授	Prof. NG Yat Nam Petrus
副主席 Vice-Chairlady	蕭玉珠女士	Ms. SIU Yuk Chu Susanne
委員 Member	陳永佳先生 劉華珍女士 蘇國安先生	Mr. CHAN Wing Kai Ms. LAU Wah Chun Medina Mr. SO Kwok On Christopher
秘書 Secretary	馮祥添博士	Dr. FUNG Cheung Tim

### 服務發展小組委員會 Service Development Sub-committee

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委員 Member	吳日嵐教授	Prof. NG Yat Nam Petrus
職員代表 Staff Representative	馮祥添博士	Dr. FUNG Cheung Tim

### 財務小組委員會 Finance Sub-committee

召集人 Convenor	林志輝先生	Mr. LAM Chi Fai Steve
委員 Member	吳日嵐教授	Prof. NG Yat Nam Petrus
職員代表 Staff Representative	馮祥添博士 單家威先生	Dr. FUNG Cheung Tim Mr. SIN Ka Wai Joe

### 人力資源小組委員會 Human Resources Sub-committee

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職員代表 Staff Representative	馮祥添博士 李綺雯女士 王國昌先生	Dr. FUNG Cheung Tim Ms. LI Yi Man Moroco Mr. WONG Kwok Cheong Tony

### 服務諮詢委員會 Service Advisory Committees

#### 宿舍諮詢委員會 House Committees

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主席 Chairman	夏禮德博士	Dr. Peter HALLIDAY
委員 Member	雷聲嚮醫生	Dr. LUI Sing Heung
秘書 Secretary	馮佩貞女士	Ms. FUNG Pui Ching Stephanie

##### 尚德之家 Sheung Tak House

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秘書 Secretary	區偉德先生	Mr. AU Wai Tak Victor

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委員 Member	劉莉楓女士	Ms. LAU Lei Fung Margaret
秘書 Secretary	朱海迪女士	Ms. CHU Hoi Tik Judy

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秘書 Secretary	王家敏女士	Ms. WONG Ka Man Carmen

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秘書 Secretary	龍建樺女士	Ms. LUNG Kin Wah Karen

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秘書 Secretary	楊麗君女士	Ms. YEUNG Lai Kwan Ronnie

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委員 Member	蕭玉珠女士 譚志強先生	Ms. SIU Yuk Chu Susanne Mr. TAM Chi Keung
秘書 Secretary	蔡剛先生	Mr. CHOI Kong Leo

## 中國社會服務發展計劃諮詢委員會 China Social Service Development Project Advisory Committee

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秘書 Secretary	馮祥添博士	Dr. FUNG Cheung Tim

## 「即時通」精神健康支援服務諮詢委員會 JUSTONE Mental Health Support Service Advisory Committee

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委員 Member	趙穎欣醫生 崔永豪醫生 馬錦華先生	Dr. CHIU Wing Yan Mindi Dr. CHUI Wing Ho William Mr. MA Kam Wah Timothy
秘書 Secretary	黃建隆博士	Dr. WONG Kin Lung Keith

## 臨床諮詢委員會 Clinical Advisory Committee

顧問 Consultant	吳日嵐教授 劉玉琼博士 郭勤博士 黃藹賢醫生	Prof. NG Yat Nam Petrus Dr. LAU Yuk King Dr. KWOK Kan Diana Dr. WONG OY Jessica
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## 顧問 Consultants

義務法律顧問 Hon Legal Advisor	陳凱媛律師	Ms. CHAN Hoi Wuen Katherine
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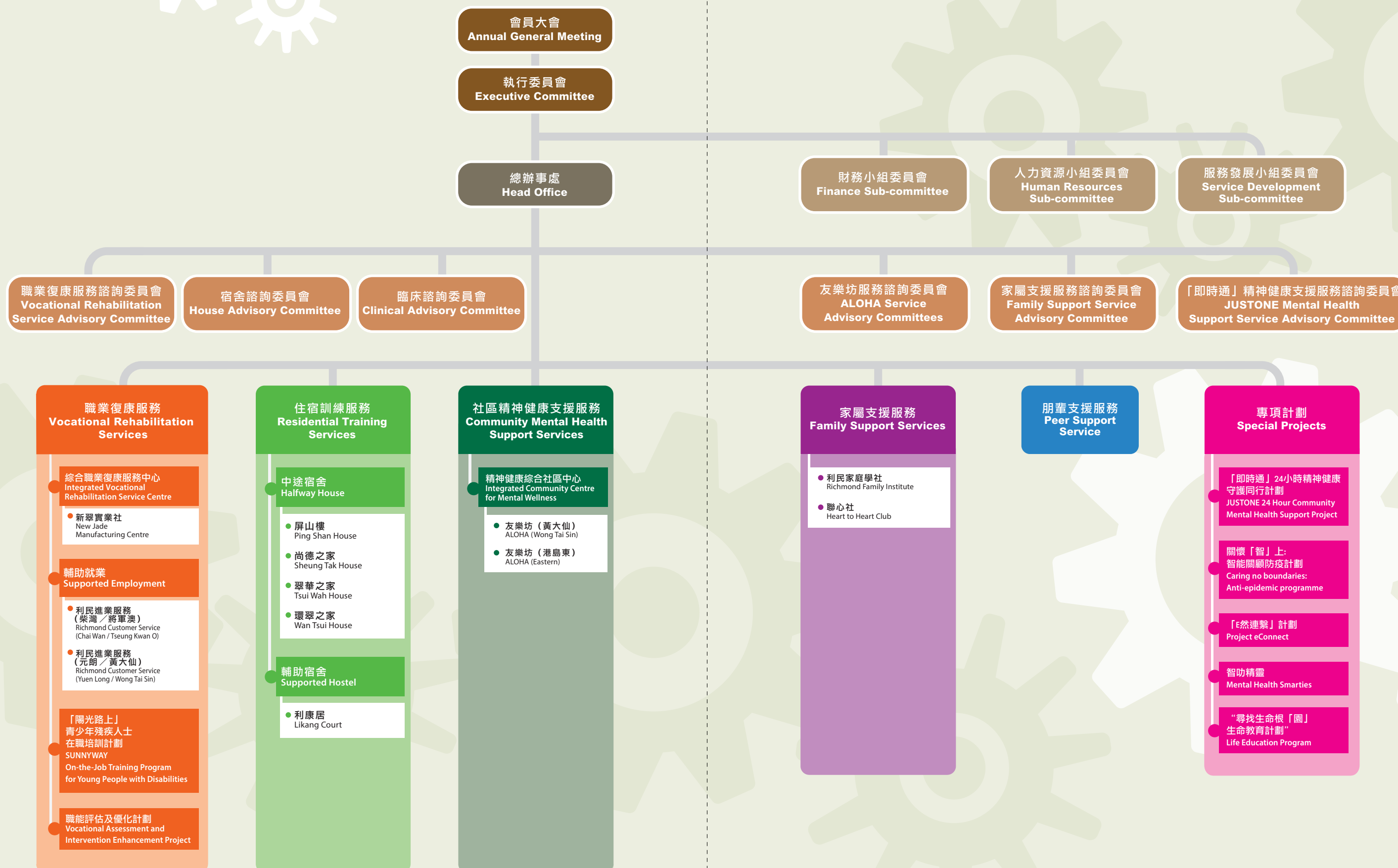
## 聯心社委員會 Heart to Heart Club Committee

主席 Chairman	蕭玉珠女士	Ms. SIU Yuk Chu Susanne
副主席（外務） Vice-Chairlady (External Affairs)	陳玉芳女士	Ms. CHAN Yuk Fong Connie
副主席（內務） Vice-Chairlady (Internal Affairs)	李淑貞女士	Ms. LI Suk Ching Rosa
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秘書 Secretary	郭元珠女士	Ms. KWOK Yuen Chu
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## 職員會 Staff Association

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副主席 Vice-Chairlady	胡嘉寶女士	Ms. WU Ka Po
文書 Secretary	陳嘉晉先生	Mr. CHAN Ka Chun Dave
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康樂統籌（正） Recreation Coordinator	梁嘉穎女士	Ms. LEUNG Kawing Michelle
康樂統籌（副） Recreation Coordinator	李漢華先生	Mr. LEE Hon Wah
顧問 Consultant	王家敏女士 單家威先生 王國昌先生	Ms. WONG Ka Man Carmen Mr. SIN Ka Wai Joe Mr. WONG Kwok Cheong Tony

# 2020 - 2021 機構架構圖 Organization Chart





# 年度亮點 Annual Highlights



研究及發展部於2020-2021年度進行了有關復元公民的重點研究，包括「社區對復元公民和精神病的知識及態度」、「復元為本服務評估」及為「復元公民計劃」制定研究方法、收集資料數據及分析。另外，也與不同大專院校及機構合作了多項研究，例如有關網上身心靈操練、電子遊戲對精神分裂患者認知功能影響，及抑鬱病人心路等。我們亦為會內開展的資助項目，提供研究建議、數據收集及分析。

今年我們更新了研究倫理審查機制及申請指引，為機構和同事們的研究或計劃項目審閱及提供研究倫理建議，進一步加強參加者及研究員的權益和保障。

The Department of Research and Development conducted key research on recovering citizenship (RC) in the year of 2020-2021, including "Community knowledge and attitudes towards RC and mental illness", "Recovery oriented service assessment" and formulate research methods and perform data analysis for the "Effectiveness of the RC program". We also collaborated several studies with universities and institutes, and provided research consultations, performed data collection and analysis for sponsored studies in our agency.

This year we had reviewed and updated the research ethics review mechanism and application guidelines, reviewing and providing ethical advice in order to further protect the right of both the research participants and investigators.

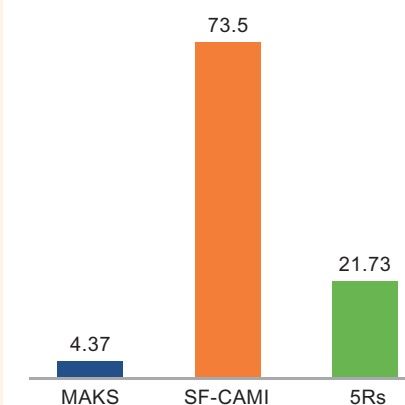
## 1 「社區對復元公民和精神病的知識及態度」研究 Community knowledge and attitudes towards RC and mental illness

為了探討大眾對精神病的認識、對精神病和復元公民的態度，我們於2021年上旬進行了一項全港性的研究。研究分為兩部分：1) 電話問卷調查；2) 焦點小組討論。

To examine community knowledge of mental illness, as well as views towards mental illness and RC, we conducted a population-based research in early 2021. There were two phases: 1) Telephone questionnaire survey; 2) Focus group discussion.

### 研究結果 / Result

#### 1) 電話問卷調查 Telephone questionnaire survey



共1009位18歲以上的市民參與了電話訪問。

以下為主要範疇的平均分數：

- 精神健康知識量表(MAKS)：4.37 (SD=1.08)
- 簡短精神疾病態度量表(SF-CAMI)：73.50 (SD=8.74)
- 對復元公民5Rs的態度：21.73 (SD=2.69)

(總分：MAKS為6；SF-CAMI為100；5Rs為25)

分數愈高，知識愈高/態度愈正面

1009 subjects aged ≥18 completed the survey.

- Mental health knowledge (MAKS): 4.37 (SD=1.08)
- Attitudes towards mental illness (SF-CAMI): 73.50 (SD=8.74)
- Attitudes towards 5Rs: 21.73 (SD=2.69)

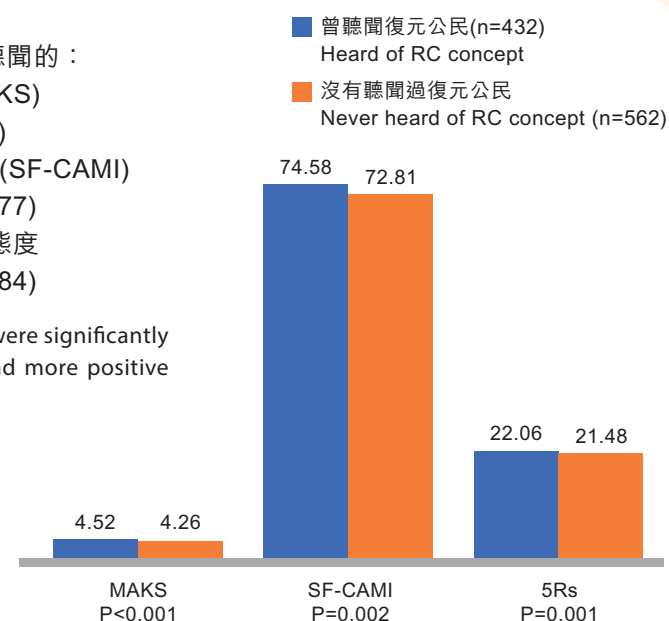
(Highest possible score: MAKs = 6; SF-CAMI = 100; 5Rs = 25)

Higher score indicates better knowledge / more positive attitude

曾聽聞復元公民概念的受訪者較不曾聽聞的：

- 顯著地對精神健康有較佳認識 (MAKS)  
4.52 (SD=1.03) vs 4.26 (SD=1.11)
- 顯著地對精神疾病持較正面的態度 (SF-CAMI)  
74.58 (SD=8.62) vs 72.81 (SD=8.77)
- 顯著地對復元公民5Rs持較正面的態度  
22.06 (SD=2.45) vs 21.48 (SD=2.84)

Those who had heard of the concept of RC were significantly more knowledgeable on mental health, and more positive towards mental illness and 5Rs in RC.



## 2) 焦點小組討論 Focus group discussion

共21位完成了電話調查的市民參與了焦點小組討論。

21 subjects who responded to the telephone survey also participated in the focus group.

- 受訪者普遍認為復元人士融入社區能促進其康復，惟需考慮其病情，輕微程度者或病情穩定的較合適。另外，社區亦需要有配套跟進病情及措施支援病者及照顧者。

Participants generally believed that social integration could facilitate recovery with consideration of their illness condition. The community should provide measures and support to follow up with people in recovery and to meet the needs of their caregivers.

- 大部分受訪者不認識何謂復元公民，未能準確描述概念。小部分人認為復元公民是指復元人士享有其他市民擁有的權利。

The majority did not know RC. A few of them believed that RC explained people in recovery owned the same rights of other people.

- 受訪者普遍對復元公民持正面態度，部分人表示社會資源不足及市民對精神健康和資源缺乏認識或成推行障礙，因此建議在社區及學校加強精神健康教育及增加醫療護理資源，以更有效推行復元公民。

Participants were generally supportive towards RC, however, inadequate community resources and lack of mental health knowledge could be barriers in promoting RC. Mental health education in community and schools as well as increasing healthcare resources were suggested.

## 2 復元為本服務評估 Recovery-oriented service assessment

為更有效評估復元公民計劃推行的成效，我們使用了ROSSAT — T4O及T4W工具來了解機構及服務提供者層面在復元公民推行前對復元為本服務的看法，包括以下幾方面：

(i)服務基礎下的價值觀、原則及理念、(ii)復元為本服務、(iii)員工責任、角色及屬性、(iv)教育及培訓、(v)機構系統及(vi)領導

ROSSAT-Tools for organizations (T4O) and Tools for workers (T4W) were used to assess recovery-oriented services in our organization at both the organizational level and service provision level before implementation of the RC framework. The followings were studied:

(i) Values, principles & philosophy underpinning service provision, (ii) Recovery oriented service, (iii) Workers responsibilities, roles & attributes, (iv) Education & training, (v) Organizational system, and (vi) Leadership

### 研究結果 / Result

以下為主要可進一步擴展的方向，以加強復元為本服務：

The following key areas could be further expanded to enhance recovery-oriented services:

#### T4O (機構層面 Organizational Level)

- 與其他機構及組織建立網絡和夥伴關係
- 復元為本的最佳實踐方法、工具和培訓、評估和框架
- 對復元為本實踐的正式和非正式監督及指導
- 創傷知情照顧和實踐的政策及程序
- Networking and partnership with other organizations
- Best practice, tools and training, evaluations and framework on recovery orientation
- Formal and informal supervision in recovery-oriented practice
- Policies and procedures for trauma-informed care and practice

#### T4W (服務提供者層面 Service Provision Level)

- 理解復元的歷史及復元為本實踐
- 文化能力的培訓
- 私隱、保密協議及相關法例的培訓
- Understanding of the history of recovery-oriented practice
- Cultural competency training
- Training on privacy, confidentiality agreement and relevant legislations





## 「智叻精靈」計劃 “Mental Health Smarties” Project

承蒙香港救助兒童會贊助，我們於2020年8月至2021年10月期間開展「智叻精靈」計劃。透過遊戲治療作為主要介入模式，為6至17歲兒童、青少年和他們的家長提供一站式情緒支援。計劃內容包括親子活動、家長互助小組、個案輔導、小組工作、教育培訓等。計劃採用實證為本及階梯式介入方法，因應參加者的情緒狀況，分階段給予支援。過去一年，時值新冠肺炎疫情肆虐，計劃活動隨即改變服務形式，採用線上線下的活動模式，以配合服務使用者的需要。

“Mental Health Smarties” Project is sponsored by Save the Children Hong Kong during August 2020 to October 2021. The project provides mental health services for children and teenagers who are 6 to 17 years old and their parents using an evidence-based and stepped care interventions with therapeutic play. The project includes parent-child activities, parent support group, intensive counselling, therapeutic group, etc. As COVID-19 pandemic had been ranging last year, we took immediate action to conduct the project activities with hybrid mode, using both face-to-face and online format, in order to meet the needs of service users.



註冊社工凌煒經先生中教授家長自我關顧技巧，講解為何要「先愛自己，才能更好地愛他人」。  
Mr. Ling Wai Hang (Registered Social Worker) taught parents about self-care tips and explained the reasons behind “loving ourselves first before loving others”.



許龍杰醫生(精神科專科醫生)中分享小學生常見的精神健康狀況和親子溝通必勝技巧。  
Psychiatrist Dr. Hui Lung Kit shared common mental health issues of children and parent-child communication skills.



透過親子一同做烘培，促進親子之間互動和溝通，更能夠發揮孩子的想像力和行動力。  
Parents and children could facilitate their interaction and communication through baking cupcakes. Children could also exercise their imagination and action.



臨床心理學家為基衛博士(右三)中向家長分享透過利民會臨床情緒管理、「兒童為本」治療及親子溝通三部曲(A-C-T MODEL)，提升孩子的自尊自信，共創雙贏的親子溝通。  
Our Clinical Psychologist, Dr. Avis Ngan, shared emotion management skills for parents, child-centred Play Therapy and A-C-T MODEL, enhancing self-esteem and confidence of children and achieving win-win parent-child communication.



## 籌款活動 Fundraising events

年度亮點

Annual Highlights



我們今年原定的賣旗籌款活動及利民慈善盃乒乓球公開賽，因為考慮到公眾的衛生健康緣故，也有相應的特別安排。賣旗日方面，我們取消了在街上賣旗，改為網上賣旗。在此也要衷心感謝大家對我們工作的肯定，選擇在網上繼續支持我們的賣旗籌款。而第三屆利民慈善盃乒乓球公開賽，亦因為場地關閉的緣故，只能順延舉辦，在此也要感謝一眾參加比賽的乒乓好手的耐心和體諒。

除了由社署資助的服務以外，利民會所有非資助服務的經費來源，都依賴各界的捐助。旨讓我們的精神健康服務更多元化，籌款活動對本會尤其重要。在此，我們向所有參與過活動的公眾人士，尤其是身體力行的義工團隊，及各單位員工，致以萬分感謝。有您的支持，活動方能取得圓滿成功。

Due to the public health considerations, we have new arrangements for our signature fundraising events, Flag Day and the third Richmond Fellowship of Hong Kong Charity Table Tennis Open (RFCTTO) this year. For the Flag Day, we called off the on-street flag donation but to put it online instead, and we have to place our thankfulness to all who recognize our efforts and choose to support the flag day through the internet. Moreover, as the venue was closed due to the pandemic, we have to put off the third RFCTTO. We have to give a big “thank you” to the enrolled players for their patience and understanding.

Apart from various subvented services, all non-subvented services of the Fellowship rely on donations from the public, and aimed on diversifying our mental health services, fundraising campaigns are playing an important role for the Fellowship. We would like to place our sincere thankfulness to all the public participants, especially to the volunteers who lend us a helping hand, and our staff who make our events remarkable.

### 線上賣旗日 Online Flag Day



### 第三屆利民慈善盃乒乓球公開賽精美紀念品 The 3rd RFCTTO souvenir





# 復元公民

## RECOVERING CITIZENSHIP

### 共建社區發展

Community development through co-creation

我們一直希望進一步提升精神健康服務模式，所以在2020年，我們便引進了復元公民這個模式。復元公民強調服務使用者享有作為社會公民的權利，重視他們在社會環境下的參與及互動。而復元公民的主導，就是 5R+1B 的概念。

We hoped to further improve our mental health service model, so in 2020, we introduce the Recovering Citizenship (RC) Project. RC emphasizes that service users have the right to be citizens in the society, and we value their participation and interaction in the social environment. And the core concept of the RC is the 5R+1B.



「我有責任去照顧  
自己和其他人。」

“I have responsibilities  
to take care myself and others.”

責任  
Responsibilities

「我在不同的處境  
有不同的角色。」

“I have different roles  
in different situations.”

角色  
Roles

權利  
Rights

「我有權表達  
我的意見。」

“I have rights to  
express my opinions.”

歸屬感  
Sense of Belonging

「我是自己  
的社群和社區  
的一份子。」

“I am a part of  
my community  
and the society”

「我可以利用  
社區資源。」

資源  
Resources  
“I could use the resources  
in the community.”

關係  
Relationships

「我注重和他人與  
社區的關係。」

“I value the relationships with others and  
with the community.”

### 利民會復元公民架構圖

Organization chart of Recovering Citizenship in  
Richmond Fellowship of Hong Kong



### 耶魯大學之旅 Visiting Yale University

我們與復元公民的發源地，美國耶魯大學的Yale Program for Recovery and Community Health，合作落實推行復元公民的計劃，並在2020年初派員到耶魯大學進行考察。

We partner with the Yale Program for Recovery and Community Health of Yale University of USA, the origin of the implementation of RC. And we have our staff to visit Yale University in early 2020.

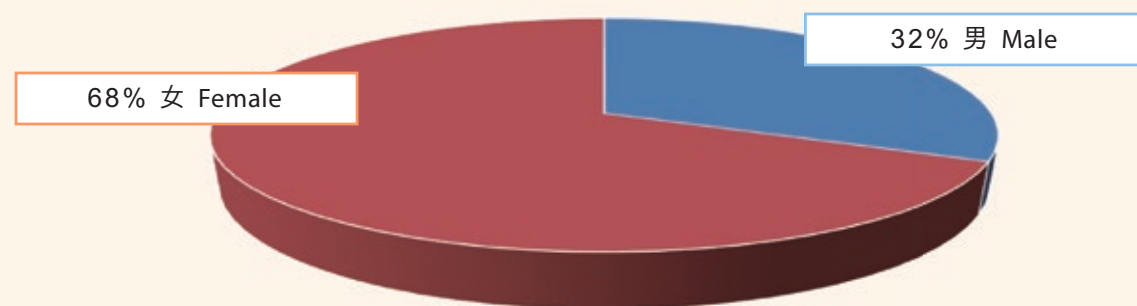




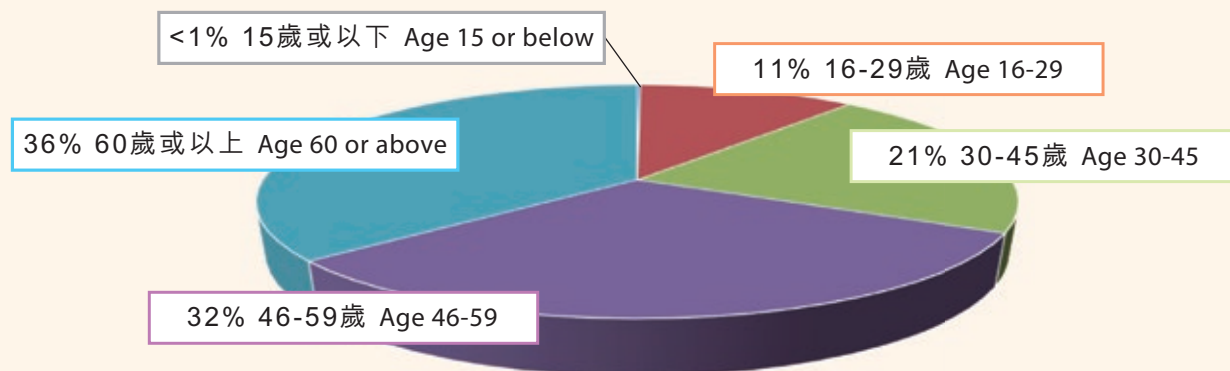


# 機構概況 (主要服務數字) Organisation Overview (Key Service Figures)

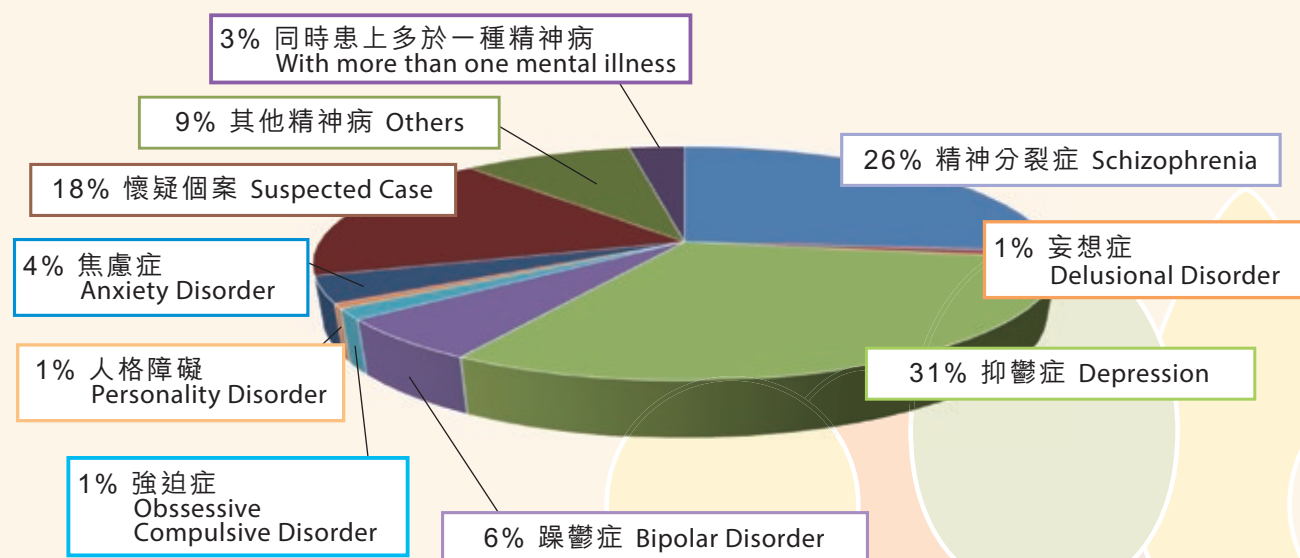
性別  
Gender



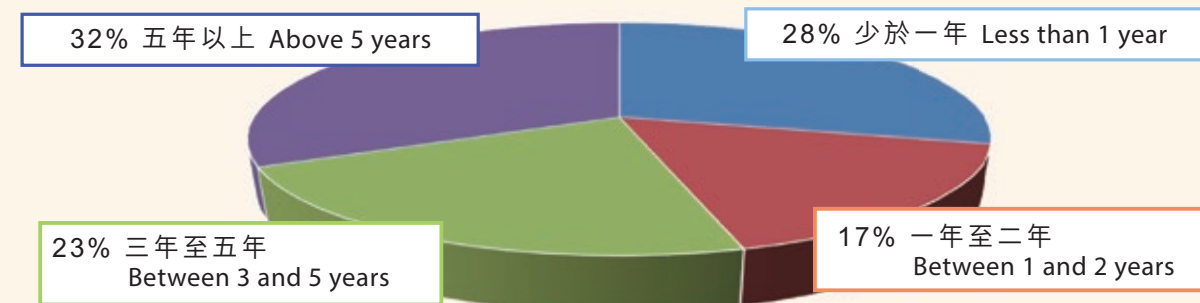
年齡  
Age



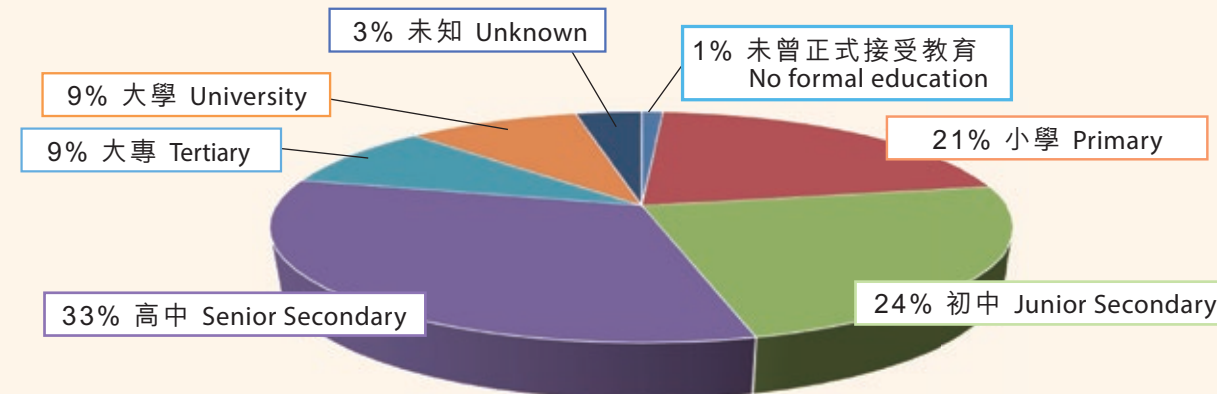
精神病類別  
Diagnosis



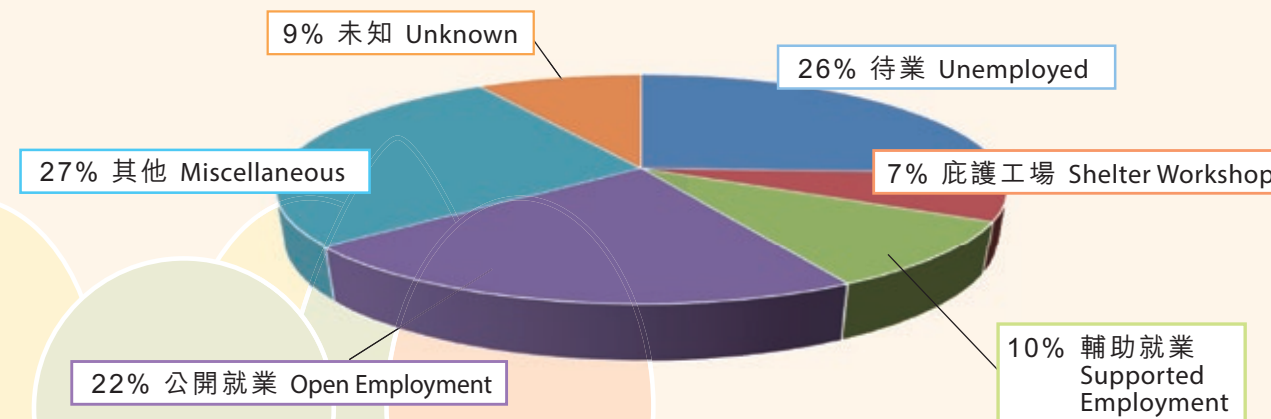
接受服務時間  
Service Duration



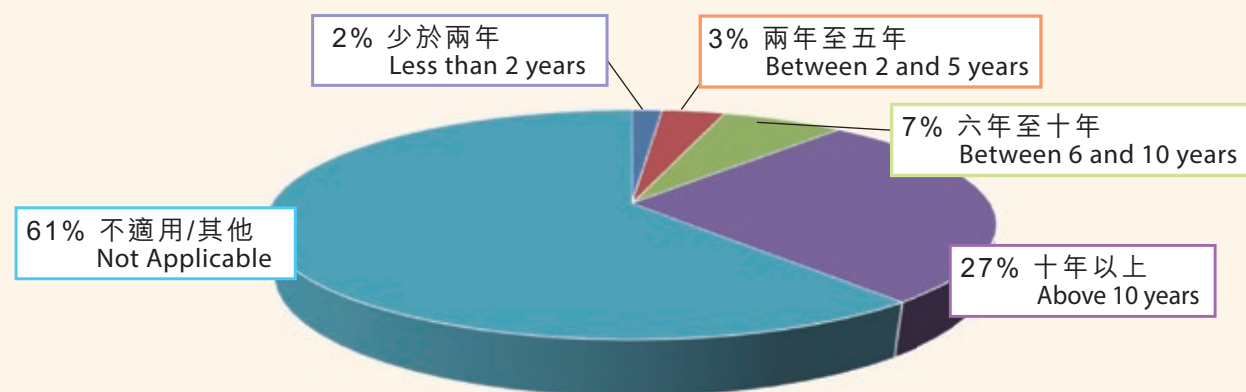
教育程度  
Education Level



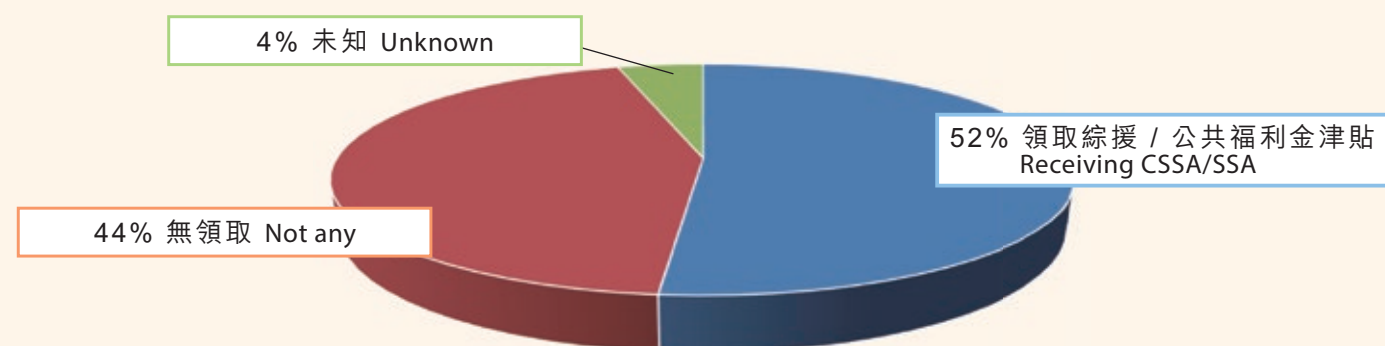
工作狀況  
Employment Status



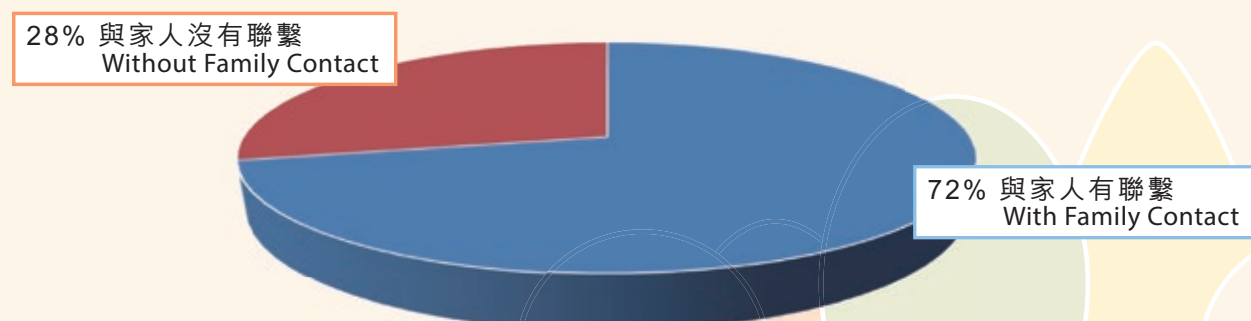
病發時期  
No. of Years from Onset



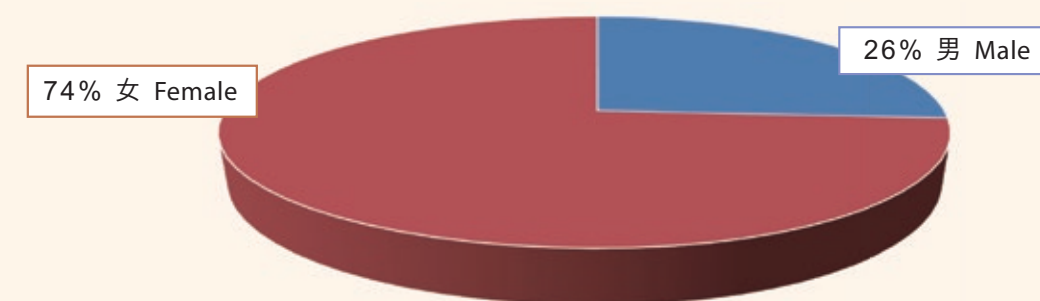
接受社會保障的狀況  
Users Receiving Social Security



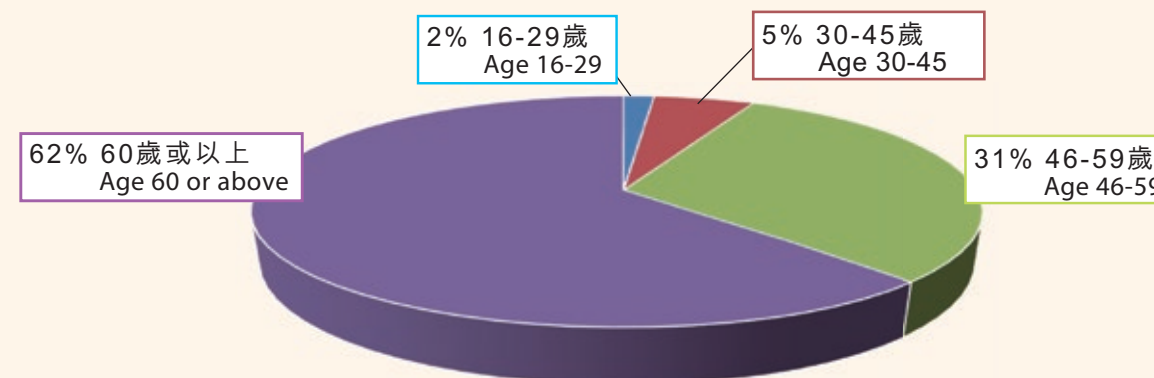
服務使用者(復元人士)與家人聯繫  
Contact Between Service Users and Their Families



照顧者性別  
Gender of Caregivers



照顧者年齡  
Age of Caregivers

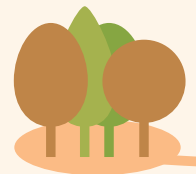


全年服務總人數  
Total number of service recipients this year

7,721

已推行的主要服務/ 活動項目 No. of Programmes / Activities Delivered	節數 Sessions	出席人次 Attendance
情緒 / 個案輔導 Case Counselling	不適用 N/A	3,551
興趣 / 聯誼活動 Recreation/ Networking Programmes	1,369	8,982
心理教育活動 (對象：復元人士 / 家屬) Psycho-education Programmes (Target: People in Recovery/ Family caregivers)	358	1,657
社區精神健康教育活動 Community Mental Health Education Activities	124	3,834
	1,851	18,024





## 職員訓練及專業發展 Staff Training and Professional Development Report



由於新型冠狀病毒病於2020及2021年仍未受控，不少的在職培訓和專業發展課程都需要轉為網上或延期，某些必須實體教授的更要取消。為維持同事們的培訓需要，2020-2021年度，提供了16個不同的在職培訓課程，除了核心課程和管理課程外，也包括了樂高認真玩、表達藝術治療、網上小組工作技巧工作坊、壓力管理、靜觀練習及精神科藥物講座等，除了加強同事在工作應用上的技能和知識外，亦同時顧及了他們身心健康的需要，支出約港幣\$133,000。同工全年亦合共申請了約145項「員工自發進修資助」，總資助額約港幣\$150,000。期望來年培訓課程及會議，無論是本地或海外的，都能如常舉行，讓同事們能繼續享用資助，接受培訓。

Because of the uncontrollable situation of COVID-19, many in-service trainings (IST) and professional development courses had to be delivered online or postponed. Those which had to be delivered face-to-face were even cancelled. In the year of 2020-2021, 16 IST courses were provided which costed around \$133,000. Besides the core courses, trainings like LEGO serious play, expressive art therapy, online group work workshop, stress management, mindfulness practice and psychiatric medication course, were also delivered, not only to improve the work-related skills and knowledge of our staff, but also taking care of their needs in both physical and psychological aspects. Regard to self-initiated staff development (SISD) scheme, around 145 courses or trainings were supported with an amount of around \$150,000. We are looking forward to local and overseas trainings and conferences to be resumed hoping that our staff will continue to participate enthusiastically with the subsidies.



同事在樂高認真玩培訓課程中互相展示所製作的模型。  
Colleagues show the models they made to each other in the Lego Serious Play training course.

## 年度亮點 Annual Highlights



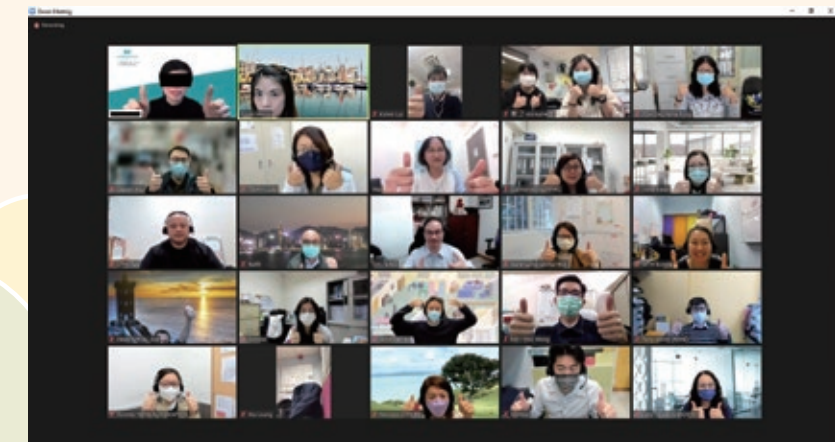
同事們親身體驗製作雕塑和學習建構表達藝術活動。  
Colleagues make sculptures and learn to construct activities and programs using the concept of expressive art therapy.



同事們在表達藝術治療培訓課程中，分享他們的畫作和概念。  
Colleagues share their drawings and thoughts in the expressive art therapy training course.

在過去一年，我們亦密鑼緊鼓籌備「亞太精神健康國際會議」，無奈地由於新型冠狀病毒病，我們作了一個艱難的決定，就是把會議取消直至疫情穩定下來，好讓海外及本地參加者能安心參與。另外，為配合復元公民模式在機構內推行，來年將會有復元公民起步工作坊提供給新同事，及開展其他有關復元公民在各服務層面上應用的訓練課程，務求同事在機構及精神健康服務業上能運用復元公民的特質，促進復元人士融入社區。

In the past year, we were intensively preparing the Asia Pacific International Mental Health Conference. Due to COVID-19, we made a difficult decision. We needed to cancel the Conference until the epidemic stabilizes, so that the overseas and local participants could participate safely. On the other hand, to implement the recovering citizenship model effectively in our organization, recovering citizenship start-up workshop will be provided to our new colleagues while trainings related to the applications of recovering citizenship at various services will be carried out. We hope this would help our staff to incorporate the concept of recovering citizenship effectively in community mental health services as well as accelerating community integration of people in recovery.



由於疫情關係，不少訓練課程都改為在線上進行。  
Due to the epidemic, many training courses have been changed to online.



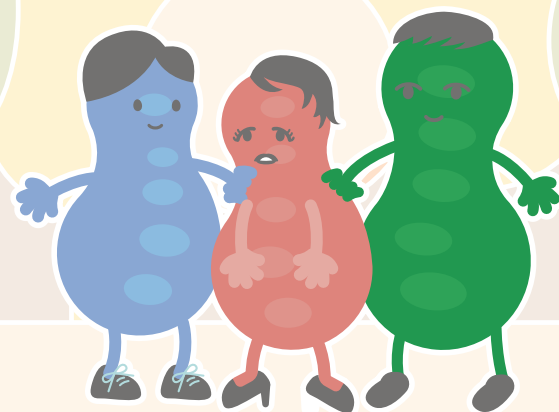
## 義工服務發展 Volunteer Service Development

受到疫情的影響，我們也考慮到社區上的衛生情況，很多活動也沒法舉行，導致一直支持我們的熱心義工，在過去的一年，服務時數及參與人數也相比往年低。在2020-2021年度，與我們一起走在精神健康最前線的義工人數有224名，服務總時數達4786.5小時。

透過發展義工服務，我們和復元人士、家屬、及社區人士一起參與不同的活動，從而在互動互助的情況下，一起成長。義工可以參與的活動可以多姿多彩，例如協助各單位的小組活動、參與機構賣旗日或其他有趣的活動等，在倡議精神健康的前提下，社區人士可以對復原人士增加了解，而復原人士也可以進一步參與社區活動。

With the community health considerations during the pandemic period, most of our activities are cancelled and we recorded a slight decrease in the total volunteer number of participant and service hour this year. In 2020-2021, there are accumulated 224 volunteers who walk with us on the forefront of mental health with about 4786.5 service hours in total.

We offer many volunteer service opportunities every year, and by participating different events, we perform duties with the people in recovery, their families, as well as the other people, and we see everyone of us is growing when we interact and help each other. Many of the event are fun-filled, such as assisting our small group events in the centers, joining our flag-day, and other interesting events. In the context of promoting mental wellness, people from the community earn additional chances on understanding the people in recovery, and the people in recovery could further take part in community events.



## 單位服務 Service in Units





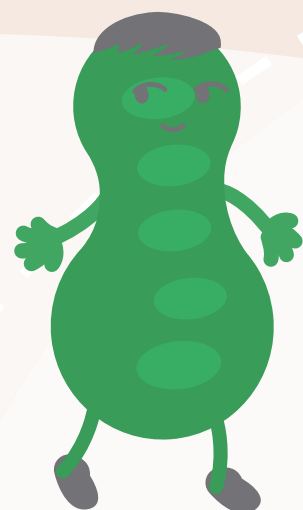
## 綜合職業復康服務

## Integrated Vocational Rehabilitation Services

職業復康服務致力為復元人士提供一站式的就業支援，服務項目包括新翠實業社、利民進業服務(輔助就業)、「陽光路上」—培訓計劃、職能評估及優化計劃和利民卓業有限公司(社會企業)。

過去一年，職業復康服務秉承機構「走在精神健康最前線」的年度目標，並持續引入「復元公民」的概念予同工，為未來全面推行「復元公民」在服務之中作好準備。

本服務將繼續貫徹復元元素並在服務使用者的復康旅程與之同行，提供相關的職業訓練及活動小組予他們，助他們邁向優質的生活和美好的人生階段。



Vocational Rehabilitation Services strive to provide one-stop services for people in recovery. Our services units include New Jade Manufacturing Center, Richmond Customer Services (Supported Employment), Sunnyway-On the Job Training Programme For Young People With Disabilities, Vocational Assessment and Intervention Enhancement Project, and Richmond Welbiz Limited (Social enterprise).

Last year, Vocational Rehabilitation Services followed agency's direction goal "On the forefront of Mental Health". Meanwhile, we started to introduce the concept of Recovering Citizenship (RC) among our teams to equip all teammates for the better incorporation of RC into our services in the coming years.

In the spirit of the fundamental elements of recovery, we continue accompanying service users in their recovery journey and keep offering various vocational training and programmes, so as to assist them to reach a better quality living and betterment in life journey.







## 新翠實業社 New Jade Manufacturing Center

新翠實業社主要為復元人士提供一個模擬公開就業的支持性環境，透過工作訓練以培養工作習慣及提升工作技能。同時，中心亦提供不同的小組活動及大型活動，讓會員學習人際相處技巧，以及豐富其生活元素，達至全人發展。

New Jade Manufacturing Centre provides different working skills training under a supportive environment for people in recovery, in order to enhance their working skills and establish good work habits. Our service also aimed to increase their self-esteem and facilitate personal growth. Meanwhile, we also provide group activities and mass programmes for service users to learn how to get along and work with others, and also aimed to enhance their living skills for community reintegration in future.



疫情下不一樣的聖誕聯歡活動。  
Christmas party, joy sharing.



學員認真地學習製作DIY (自家製) 精油。  
Service users made essential oil during a group activity.



會員正進行桌面包裝訓練。  
Shelter workshop training includes table tasks.



新年假期期間，學員參與新春活動週--電影欣賞節目。  
During Chinese New Year, users joined some celebration events.



「至Net小人類」活動：小組教授會員使用智能電話的基本功能。  
During group activities, users learned how to use smartphones.

### 持份者回饋 Sharing from Stakeholder



參加訓練令我感到開心及感受到職員的誠懇。每逢佳節來臨，全體職員為我們預備遊戲及禮物作慶祝。我亦感激導師陳Sir於我生病時會每星期致電慰問我的病況。

湄 【新翠實業社 服務使用者】

I feel happy to have training at New Jade Manufacturing Centre, staffs are so sincere when they work with us. Staff will celebrate festivals with us. Also, instructors asked about my medical situation when I was sick, this makes me feel so warm.

Mai (Service user of New Jade Manufacturing Center)



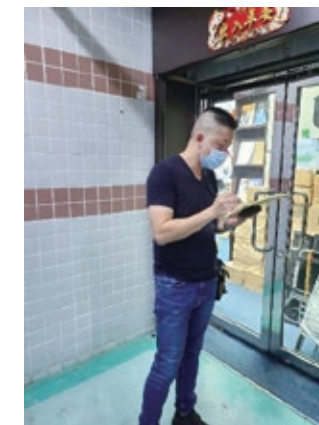
## 利民進業服務 Richmond Customer Service

在社會的變遷中，復元人士在就業路上面對更多的困難和挑戰。輔助就業服務透過不同的訓練項目及講座活動，例如洗車、清潔、速遞、物流及其他職業技巧講座等，為正踏入社會的復元人士建立信心和裝備。透過與不同熱心僱主合作，建構起一個友善僱主網絡，讓我們的服務使用者找到更多的理想工作機會。

People in recovery are having more and more difficulties in the changing community. In the supported employment service, different trainings and seminars like car-wash, cleaning, courier service, logistic and other industries are provided for building skills and confidence to work. With the help of different employers in the community, a caring employer network is established for our service users such that more suitable working opportunities could be provided.



速遞訓練：到客戶公司收取包裹  
Courier training: collecting the parcel from the customer's office



速遞訓練：復元人士需自行確定路線，以提升其獨立性  
Courier training: PIR has to confirm the route by himself in order to enhance his independence



Zoom教學活動：建立更多提供服務方式  
Zoom Learning Activity: More ways to provide service

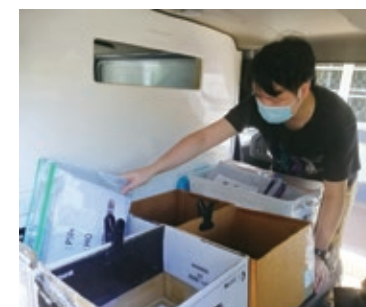


洗車訓練：復元人士正在分工合作地進行訓練  
Car wash training: PIR are undergoing the training in a sense of cooperation



聯誼活動：建構不同就業階段會員間互相支援學習的平台  
Gathering: Formulate a platform for mutual support between different employment stages

### 持份者回饋 Sharing from Stakeholder



我係世豪。參與了物流助理這個新開設的見習職位後，讓我感到還有很多東西需要學習和鍛鍊。在此感謝眾多阿sir及姑娘的教導。

世豪 【利民進業服務 服務使用者】

My name is Eddie. After joining the newly launched "Job Attachment" post - Logistic Assistant, I realize that I still have a wide range of things to learn and forge. I would like to express my gratitude to the Richmond Fellowship staffs who teach me a lot.

Eddie (Service user of Richmond Customer Service)





## 「陽光路上」－青少年殘疾人士在職培訓計劃 Sunnyway - On The Job Training Programme For Young People With Disabilities

「陽光路上」培訓計劃是為15至29歲的復元人士及殘疾人士提供與工作相關的個人技巧課程、就業見習、工作配對及就業後跟進服務，以加強服務使用者的就業能力和信心。另外，「陽光路上」培訓計劃為了配合青少年的需要，服務會定期舉辦朋輩聚會，以發展服務使用者之間的互助網絡，及促進朋輩支援。

The Sunnyway project provides numerous training programmes, job attachment, job matching as well as post-placement service for young persons with disabilities aged between 15 and 29, in order to enhance work abilities and confidence of service users. Besides, the Sunnyway project regularly holds activities to develop mutual support network and enhance peer support among service users.



識人話咁易  
Social skill training group



摩星嶺半日遊  
Hiking at Mount Davis

### 持份者回饋 Sharing from Stakeholder

這一年透過「陽光路上」培訓計劃的協助，使我可以再開始就業。直至現時，我嘗試了三份不同類型的工作，令我擴闊了眼界。至此，我要感恩我的轉介人，讓我擁有機會重新找到新目標、接觸不同年齡的人和各式各樣的崗位。除了幫忙轉介外，他們還有耐心及伴隨著善意地輔助我去找出我感興趣的工作，讓我能前往更清晰的未來。

Ho Man 【「陽光路上」－青少年殘疾人士在職培訓計劃 服務使用者】

Last Year, I have returned to work through the Sunnyway project. Up to now, I have tried three different types of jobs which broadened my horizons. I am thankful to the service for giving me the opportunity to find new goals, meet people of different ages, and various jobs. In addition, the service also assisted me with patience and kindness to help me find jobs that I am interested in, so that I can move to a clearer future.

Ho Man (Service user of Sunnyway - On The Job Training Programme For Young People With Disabilities)



## 職能評估及優化計劃 The Vocational Assessment and Intervention Enhancement Project For People with Mental Illness

職能評估及優化計劃目的為提升我們的職業復康服務。職業治療師會為服務使用者提供專業評估，識別其職能，並安排合適的訓練。因應服務使用者的全人發展以及我們推行的「復元公民」計劃，職業治療師亦會推行下列十項主要服務，從而提升服務使用者的獨立生活、社交、職前準備、工作能力。

The Project aims to enhance the Vocational Rehabilitation Services in the Fellowship. Occupational Therapists conduct vocational assessment, identify work capacity and arrange work-related training with optimal challenges for service users. To promote holistic care and the Citizens Project in the Fellowship, Occupational Therapists also provide the listed ten key services so as to strengthen the skills among service users e.g. Independent living, social area, pre-vocational training, work etc.

### 職能評估 Vocational Screening Assessment

- |               |  |
|---------------|--|
| ● 個別導向服務      | Individual Orientation Programme                       |
| ● 家居及社區職業治療   | Domiciliary and Community Occupational Therapy Service |
| ● 實地工作評估及訓練   | Deliver On-site Assessment and Training                |
| ● 製定工作訓練教材及培訓 | Developing and Conducting Vocational Training Packages |
| ● 健康促進計劃      | Health Promotion Training Programme                    |
| ● 身體機能復康訓練    | Physical Rehabilitation Programme                      |
| ● 長期病患管理      | Chronic Disease Management Programme                   |
| ● 認知評估及訓練     | Cognitive Health Monitoring Programme                  |
| ● 工作社交技巧訓練    | Work Related Social Skill Training Programme           |



健康檢查日2021  
Health Check Programme 2021



腦健康身心康(認知訓練小組)  
Cognitive Health Monitoring Programme



職業安全健康講座  
Occupational Safety and Health Training



## 住宿訓練服務 Residential Training Services

面對全球大流行前所未有的挑戰，以及在社區不斷湧現的需求，我們在所有住宿訓練服務中，都需要提升服務營運，特別在個人的自我保健、嶄新的聯繫模式、設施的提升、以及環境健康的層面上，增強相關的抗逆力來應對整體健康及不同領域的挑戰。例如，我們在社交心理支援下培養自我同情心，以強調個人的幸福感等。受疫情的影響，很多面對面的服務也因而受阻。所以我們在住宿訓練服務上，連結及使用了不同的科技，提供各類線上服務。在得到不同資金的慷慨支持下，我們進一步加強宿舍的設施和設備，在集體住宿模的基礎上，提升舍友在復元路上的生活素質。以人在環境的前提下，我們進一步優化了宿舍的周邊環境，例如舉辦園藝療法和加添「魚菜共生」的設施，以促進舍友對社區的積極參與。復元公民提倡每一個人，都可成為合法公民並聯繫著社會。就著全機構推展的復元公民計劃下，我們開展了許多不同的活動，讓大家可以進一步了解及在過程中正確地傳達復元公民的核心要素，即權利、責任、角色、關係和資源。我們在逆境中繼續加強住宿訓練服務，以創新思維解決問題，並在持續服務的發展上，開闢更多的機遇。



Facing the unprecedented challenges of global pandemic with the emerging needs of local society, we have stepped up to a higher ground in all of the residential training services in terms of individual self-care, innovative connection, facilities enhancement, environmental wellness, thus building resilience with holistic wellness in coping with all areas of challenges. For example, we emphasized individual well-being in terms of cultivating self-compassion with psychosocial support. Bridging the digital divide with latest infotech advancement, we offered residential training activities by using online delivery mode, while in-person contact was limited due to pandemic. Supported by the generous funding from various stakeholders, we enhanced facilities and equipment in the houses to raise the quality of life of residents in their personal recovery against the backdrop of collective residential rehabilitation. Guided by the premise of person-in-environment in recovery, we further enriched the immediate surroundings of the houses, e.g. Horticultural Therapeutics and Aquaponics Facilities, facilitating residents' active participation in the community. Launching the agency-wide campaign of Recovering Citizenship (RC) that relates to a person's connection to the society as rightful citizen, we conducted numerous events and activities that were geared toward further understanding and proper dissemination of RC's core elements, namely Rights, Responsibility, Roles, Relationships, & Resources. We continue to strengthen residential training services in the midst of adverse situations, thus opening up more opportunities for innovative problem-solving and sustainable service development.







## 利康居 Likang Court

利康居完成大裝修後，得到余兆麒基金的資助，更新了宿舍較殘舊的家具和設施，令宿舍的環境有明顯的改善，另外由於疫情關係，今年宿舍的目標主要是『全民抗疫』，讓舍友能生活在安全的環境之餘，亦能保持身心身康。

After major renovation, Likang Court was able to receive a donation from the S.K. Yee Medical Foundation for new furniture and facilities. It makes a significant improvement in the quality of the dorms' environment. On the other hand, because of the pandemic, the year theme of Likang Court is "Anti-epidemic together", to make sure each resident is living in a safe environment, where they can be both physically and mentally healthy.



舍友參與防疫講座。  
Service users participated in the Epidemic Talk.



舍友參與防疫講座。  
Service users participated in the Epidemic Talk.



入廚樂，舍友製作小蛋糕。  
Fun Kitchen: service users made cakes.



單車活動，舒展身心。  
Cycling activities for good health.

### 持份者回饋 Sharing from Stakeholder



在疫情下，大家都困在宿舍，幸好宿舍透過ZOOM開班教授“和諧粉彩”，透過專注地繪畫圖案，能讓我洗滌煩憂的心靈，亦感滿足感喜樂。

梁少玲(左) 吳瑞玲(右) 【利康居 服務使用者】

During the COVID-19 outbreak, everyone is trapped in the dormitory. Fortunately, the dormitory taught us "Pastel Nagomi Art" through ZOOM. When I focused on drawing beautiful patterns on the paper which helped me to wash my worried mind, it also made me feel satisfied.

Leung Siu Ling(Left) Ng Sui Ling(Right) (Service user of Likang Court)



## 屏山樓 Ping Shan House

本年度屏山樓以「復元公民」為服務方向，訂立《紮根元朗三十載・快樂公民盼未來》為年度主題，帶領精神復元人士投入社區。透過線上開放日及與地區不同持份者合作，促進服務使用者融入社區；同時，亦推動服務使用者策劃活動，讓他們發揮領袖的角色和責任。面對疫情挑戰，宿舍舉辦了防疫演習及抗疫公民小組活動，協助職員及服務使用者做好準備，同心抗疫。

The theme of Ping Shan House (PSH) was "Rooted in Yuen Long 30 years & Citizens Looking Forward in the Future" so as to facilitate people in recovery to integrate into the community. PSH has held an online Open Day and worked with different stakeholders. In addition, we started to let service users organize the programs so that they could play different roles and enhance their relationship and sense of belongingness. Facing the challenges of the epidemic, PSH organized Epidemic Prevention Drill and Anti-epidemic Citizens Group to help staff and service users to equip with related knowledge and skills to prepare for the epidemic with one heart.



舍友參與「顧。事微電影」拍攝，讓公眾了解照顧者的壓力和困難，如有興趣，可在Youtube重溫。  
Service users participated in "Gu Shi Micro Movie" shooting to enhance the public awareness of stress and difficulties of carers. If you are interested, you may review it on Youtube.



藝術初探，試畫水墨畫。  
Preliminary exploration of drawing ink painting.



舍友參加園藝小組，採摘收成農作物。  
Service user participated in Horticulture Group and cropped well.

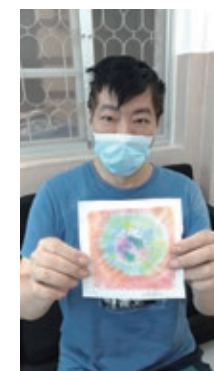


與過百位參加者網上互動，一同慶祝開放日。  
Celebrated PSH Open Day with more than 100 online participants.



各單位同事到屏山樓進行防疫演習。  
Colleagues from different service units attended Epidemic Prevention Drill at PSH.

### 持份者回饋 Sharing from Stakeholder



今年最深刻的是參加和諧粉彩班，因為用ZOOM軟件上堂及畫和諧粉彩都是新嘗試、好新穎。而入宿後自己的生活習慣變得更規律，亦漸漸適應群體生活，期望在住宿期可以認識更多朋友，近日有新的工作安排，期望在不久將來可以離舍。

慶榮 【屏山樓 服務使用者】

The profound experience of this year was participating in Nagomi Pastel Art via zoom. This was new to me. I adapted my life at PSH gradually, and my living habits became more regular. During the stay, I hoped to meet more friends. Recently, I got a job and I hoped that I can leave the house in the near future.

Hing Wing (Service user of Ping Shan House)





## 尚德之家 Sheung Tak House

一年來的防疫生活，對尚德之家的每位成員都帶來不少的挑戰。衷心感謝同事們本著專業精神，迎難而上；也感謝舍友們願意衷誠合作，使各種防疫措施可以有效實行。疫情也推動我們更關注舍友身心健康需要，透過於將軍澳區舉行遠足活動，一起投身於大自然，同時走訪區內歷史建築，培養對社區的歸屬感。

The epidemic situation in the past year has brought many challenges to every member of Sheung Tak House. Sincerely appreciate our colleagues for facing up to difficulties in a professional spirit; also thanks to our service users for the willingness of cooperation so that prevention measures can be effectively implemented. The epidemic has also encouraged the team to pay more attention to the physical and mental health needs of our service users. Just like through hiking activities in Tseung Kwan O, we can participate in nature together, visit historical buildings in the district, and cultivate a sense of belonging to the community.



延期了半年多的年度大旅行，終於在疫情放緩下成行了！  
The Annual trip, which has been postponed for more than half a year, finally takes place as the epidemic slows down!



疫情下的新春可以食盤菜嗎？當然可以！個別分餐既盡量保留節日氣氛，也能放心享用。  
Can we have "Poon Choi" during the Chinese New Year under the epidemic? Sure! Sharing the food not only keeps the festival atmosphere as much as possible, but we can also enjoy with confidence.



齊齊學習健康和家居安全知識。  
Learning health and home safety together.

### 持份者回饋 Sharing from Stakeholder



我是健樂，2020年12月入住尚德之家。我很喜歡住在這裡，因除了膳食很美味外，我在這裡認識很多朋友，而在自我照顧及金錢運用和與人相處上也進步了不少。期望面前自己有更大的進步。

李健樂【尚德之家 服務使用者】

Hello, I am Kin Lok and had been lived in Sheung Tak House since December 2020. I like to live in Sheung Tak House, apart from delicious meals, I made a lot of friends here. My self-care ability, money management and interpersonal skills have been improved a lot. Looking for a greater progress in the future!

Kin Lok (Service user of Sheung Tak House)



## 翠華之家 Tsui Wah House

翠華之家本年度以「復元公民」為服務理念，為超過四十名舍友舉辦不同類型的活動及個人訓練。因應疫情，宿舍取消了外出活動，改以房間及小組形式，留舍相聚。透過舍友及職員的通力合作，做好個人及宿舍環境衛生，同心抗「逆」。宿舍亦鼓勵舍友參與網上課程及講座，學習新鮮事物。來年為翠華之家成立二十周年，我們將持續與服務使用者同行，發揮「復元公民」精神。

With the service concepts of "Recovering Citizenship", Tsui Wah House had provided various programs and trainings for over 40 residents. Also, outing activities had been cancelled and small group gatherings were provided instead due to the pandemic situation. With the great efforts of residents and staff, we fought the virus and hard time together. We encouraged residents to attend webinar and online activities to enrich their daily lives. The coming year will be our 20th Anniversary; with the "Recovering Citizenship", we would continue walk along with our residents.



由園藝治療師及舍友共建的翠華小花園，是悠閒放鬆的好地方。  
TWH's little garden is the best place for healing. Let's chill out.



活動新常態：ZOOM YOGA~  
The new program style: ZOOM YOGA~



新春活動之喜氣牛牛！  
舍友自主提議、採購並舞動的瑞獅！  
Service users planned and performed the lion dance in our lunar new year program!



疫情足不出戶，一樣可以體會露營活動，學習團體溝通解難！  
TWH's members could learn wild camping and team building skills in the house during COVID-19!

### 持份者回饋 Sharing from Stakeholder



過往，我會與房友啊華一起去酒樓飲茶。但當他去年離舍後，我認識了新房友啊俊，則經常去大快活飲茶。他們雖然睡同一個床位，卻是截然不同的兩個人，一個只飲唐茶，另一個只飲西茶。我感覺到神創造大地，創造人的神奇和奧妙，大家都是不一樣的！

黃育基【翠華之家 服務使用者】

I used to "Yum Cha" with my roommate, Wah in the past. After his discharge, I met new roommate, Chun, and we always drink milk tea in Fairwood. Although Wah and Chun were in the same bunk, they are too different. God is amazing that he creates us uniquely. Let's embrace our uniqueness. Wong Yuke Kie (Service user of Tsui Wah House)





## 環翠之家 Wan Tsui House

環翠之家以「愛自己・愛生活」為題，陪伴服務使用者經歷人生，面對不同階段的轉變，預早作準備。每季以實用為主的小主題，舉辦相應的小組及大型活動，強化服務使用者的獨立生活能力，為重返社區生活做好準備。

Wan Tsui House adopted "Love ourselves • Love our life" as the theme of this year. We devoted to be a companion with our residents to face the challenges of life changes through providing training groups and mass programmes which aimed at four practical topics quarterly. It helped our residents to equip with independent living skills for their lives in community.



在沙灘上做瑜珈，放鬆身心。  
Doing Yoga on the beach, so relaxing!



豆袋我拋得幾遠。  
How far I can toss the bean bag.



看看我們做的「情緒不求人」。  
These are the emotion dolls we made.



大家為機構拍攝短片。  
Film shooting for the organization.



宿舍生活 一齊摘菜。  
Preparing meal, this is our daily life in Wan Tsui House.

## 持份者回饋 Sharing from Stakeholder



大家好！我是「和諧天使」的組員，參加了這個組織大約兩年。「和諧天使」在我心中是一個推行宿舍活動和義工服務的組織。透過舉辦活動的事前準備，活動中需要注意的事項及活動後的檢討，這些都有助提升個人的組織和策劃能力。舍友們亦能透過活動加深對彼此的認識。當然，還有我最喜歡參與的義工服務。義工的責任就是要關心我們身邊的人，令他們得到溫暖和快樂。其實，正所謂助人等於助己，透過做義工能增強對個人的自信心和膽量。希望「和諧天使」的精神可以永遠延續下去。

王嘉莉【環翠之家 組員】

Hello Everyone! I am a member of "Harmony Group". I had joined the group for 2 years. In my mind, "Harmony Group" is passionate in promoting different recreational activities within the halfway house and volunteerism. Through preparing, executing, monitoring and reviewing of organized events, these improved one's strategic thinking skills. Also, service users will get the opportunities to know each other better through participation of different events. The responsibilities of a volunteer are to care for those around you and bring them warmth and happiness. Actually, in helping others, you help yourself. Through volunteering, it increases one's confidence and courage. I hope the spirit of "Harmony Group" can last forever.

Wong Ka Lee (Member of Wan Tsui House)



本年度我們繼續與 Sanrio HK 合作，以 Pochacco 的樂觀個性和歡樂，陪伴我們一起齊心抗疫，繼續在社區倡議精神健康。在過去的一年，很多機構的活動也要通過網上進行，Pochacco 亦有幸參與利民會的網上視頻，繼續為利民會肩負起精神健康大使的工作。

從 Sanrio 的角色中，我們可以看到尊重、信任、愛、也是溝通的橋樑。在幫助人們追求幸福，建立彼此良好友誼的同時，Sanrio 也提供精神上的休閒與滿足。這與利民會的工作，更是同出一轍。在過去一年的合作，我們不單只感受到 Sanrio HK 各團隊表達出在企業社會責任的熱誠，更讓我們的倡議工作事半功倍。

我們熱切期待，希望在往後的日子，繼續與 Sanrio HK 繼續合作，為倡議社區的精神健康，一起努力。

We continued to cooperate with Sanrio HK, and Pochacco's enchantments and happiness empowered our works on fighting the coronavirus, and continue to advocate for mental health in the community. In the past year, many activities have been carried out online, but Pochacco still sticks to its post and to shoulder the work of mental health ambassador for the Fellowship.

From Sanrio's characters, we see respect, trust, and love for others, and is also a bridge of communication. While helping people pursue happiness and establish good friendships with each other, Sanrio also provides mindful satisfaction. And this is also the same to the work of us. From the co-operation last year, we have not only felt the Sanrio HK's enthusiasm of in corporate social responsibility, but also made our initiatives more effective and efficient.

We eagerly look forward to have further cooperation with Sanrio HK in the future and work together to promote the mental health of the community.



**POCHACCO**

利民會精神健康大使

MENTAL HEALTH AMBASSADOR

RICHMOND FELLOWSHIP OF HONG KONG

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Approval No.: P2109000099



## 社區精神健康支援服務 Community Mental Health Support Service

本年度是友樂坊(精神健康綜合社區中心)投入服務的十週年。服務範疇起初只以復元人士為主，發展至今，獲資助的項目已經擴展至成人家屬、兒童及青少年家屬服務、朋輩支援服務、臨床心理服務及青少年服務等。此外，我們亦分別設立了職業治療、義工、人際網絡支援及長者支援服務的小隊以回應不同層面的服務需要。而黃大仙及柴灣區兩間友樂坊團隊同工人數，亦由初期的20多位同工，增添至75位同工，一同致力支援地區精神健康服務需要。

面對這充滿挑戰的一年，即使受到疫情影響，我們兩間友樂坊的同工仍然努力不懈地為黃大仙及柴灣區的服務使用者與該社區人士提供了合共734節的網上活動。中心亦邀請了不同界別的專業人士提供「在家身心抗疫系列」之線上支援。

我們發現不少以往較少前來中心參與活動的復元人士，經過同工們悉心指導(指導內容包括如何運用智能電話及不同通訊應用程式)，及後都能夠自主地參與不同類型的網上活動。

同工們於制作網上活動時亦發揮了很多不同的創意與應變能力，如製作了九型人格之日常短片及自助手冊，讓大眾了解疫情下的不同性格人士之不同應對方式；與廣受青少年羣組歡迎之網絡媒體(Youtuber)合作，向大眾推廣關注身心健康之訊息；以及組織由會員組成的社區音樂隊及廣播劇小組，為地區人士提供嶄新而互動的精神健康社區教育等等。此外，兩間中心在這年間曾經為服務使用者及其家屬提供了合共9202次的電話關顧慰問環節，以及向有需要的家庭派發了超過5500份防疫物資，以支援社會大眾渡過難關。

雖然疫情仍未完全消退，笑容亦未能盡展人前，但我們社區精神健康支援服務團隊亦會繼續齊心協力，與大家攜手共度時艱。



This year was the 10th anniversary of the establishment of ALOHA (Integrated Community Centre for Mental Wellness) service. The scope of services and subvention has been extended from serving people in mental health recovery, to serving their adult family members, children and adolescent family members and; providing peer support, clinical psychology and youth services. In addition, we also have formulated different service teams, including occupational therapists team, volunteers team, interpersonal networks support team and the elderly support team to respond to those service needs at different levels. The number of staff in both Wong Tai Sin and Chai Wan districts of ALOHA has increased from 20 staff to 75 staff today, and we were committed to continue to provide essential mental health services support to the needs in the communities.

In such a challenging year, despite our service was affected by the epidemic, our ALOHA workers were still working tirelessly in providing service to service users and community members in Wong Tai Sin and Chai Wan, with a total of 734 sessions of online activities were conducted this year. Our centres have invited professionals from different sectors to provide online support for the "Fighting Epidemic with Body and Mind at Home Series." We had discovered that some people in recovery who seldom come to our centres to participate activities in the past are more likely to join us in various types of online activities after receiving our staff guidance, including guidance on how to use a smart phone.

Our staff had innovated different ideas in inviting participants and facilitating participation in online services activities, such as, creating daily short videos and self-help manuals about Enneagrams for people to understand the different coping style under the epidemics of different personalities; cooperating with popular Youtubers among young people to promote mental wellness and; create community music group and radio drama group formed by service users, to provide new and interactive mental health community educations for people in the community. Besides, our two centres provided a total of 9202 caring phone calls for our service users and their family members during the year and had distributed more than 5,500 anti-epidemic materials to those families in needed, with an aim to assist the general public to overcome the difficulties.

Although the epidemic has not entirely subsided, and the smile of most of us still could not be fully displayed, our community mental health support service team will always be there and continue to work together to tide over the difficulties with everyone.







## 友樂坊 (港島東) ALOHA (Eastern)

強化復元人士及照顧者之間互相支援的關係，中心聯同其他地區機構舉辦「真人圖書館服務前瞻研討會」，促進他們與社會大眾彼此的交流和理解。以表達藝術為介入方法，讓小家屬可以透過藝術學習表達情緒和促進親子溝通。在疫情下，中心製作九型人格自助手冊及短片，又透過友心義工隊送上慰問和祝福，鼓勵「助人自助，彼此·配搭」。

To enhance the public awareness towards the significance of mutual support between people in recovery and their cares, we launched The Human Library Seminar with district leaders in cross sectors. By using expressive art, we facilitated parent-child communication of people in recovery and their younger generation. During the period under the influence of COVID-19 epidemic, different kinds of activities keeping warm connection with members, neighborhood, and stakeholders had been conducted to advocate the core values of self-help and mutual support in the community.



「真人圖書館服務前瞻研討會」 -- 匯聚跨界別嘉賓分享(長者、青少年及復康)  
"The Human Library Seminar" - promote collaboration between elderly, youth and rehabilitation service sectors



「齊上齊落身心快樂」 -- 小家屬小組  
Emotional support program for younger generation



「信暖友心齊齊寫」 -- 義工寫信關懷會員  
Conveying the messages of care and love by letters



透過九型人格提升自我瞭解  
Enhance self-awareness by "Enneagram"



在社區中提倡助人自助  
Promoting self-help and mutual help in the community

### 持份者回饋 Sharing from Stakeholder



感謝中心送贈的防疫物資，又教我用手機參加線上活動，加上職員的問候，使我感到溫暖和關懷。參加「音樂裡情」小組，讓我增加見識，享受唱歌，人生更首次錄製歌曲，我感到好興奮、好有滿足感，又結識到朋友。

玉蘭【友樂坊(港島東)會員】

Thank you for the support of Aloha (Eastern) during COVID-19 epidemic. I felt the caring and concern from centre staff with whole-hearted, especially they coached me to participate in the online activities considerably during the hard time. Moreover, I made new friends and widen my exposure in musical therapy group. This was the first time to record my own song in my life, it made me a great sense of excitement and satisfaction.

Yuk Lan (Service user of ALOHA (Eastern))



## 友樂坊 (黃大仙) ALOHA (Wong Tai Sin)

友樂坊(黃大仙)的服務層面廣泛，除了復元人士、及其家屬外，也會支援社區受情緒困擾之人士及公眾。本年度受疫情影響，雖然部分實體服務未能如期舉行，但中心開展了不同類型的網上活動及派發抗疫物資，以回應社區需要。同時，也發展了由會員主導的社區音樂及廣播劇連系社區人士。

Aloha (Wong Tai Sin)'s service targets are comprehensive. Besides people in recovery and their family members, people with mental health disturbance and the public are also included in our service. This year, though our service was affected by the pandemic, we established variety of online activities and distributed epidemic prevention materials in response to the need of the community. Also, service users-led community music group and radio drama group were formed to connect our community.



NGC-Neighbor Creative Group 是一班熱愛社區音樂的街坊，不求專業、隨心作歌，自由分享。  
NGC is a group of neighbours who love community music. They believe they need not to be professional but compose songs as they like and share freely.



成立「歐記冰室」以廣播劇形式抒發對社區的意見。  
The radio drama group was developed to express members' opinions towards our community.



運用社區資源，向會員派發口罩。  
Allocate community resources and free masks to members.



受疫情影響，中心發展了不同類型的網上活動。  
Varieties of online activities were developed due to the pandemic affection.

### 持份者回饋 Sharing from Stakeholder



我是中心義工阿明，參加回收活動之後，知道了環保其實是生活中舉手之勞。雖然很簡單，但參加環保義工既培養我的環保意識和習慣，亦令我覺得生活有意義，因我也是社會的一份子。

另外，我亦參加跑步班。從前我是一個不做運動的人。萬事起頭難，但我不氣餒，一直堅持練習跑步。我現在已能連續跑5公里了。雖然只算「慢跑」，但我還是滿意的，因為我的體能進步了。現在我的生活融入了跑步，覺得生活充實了，而且精神面貌是健康陽光的。

阿明【友樂坊(黃大仙)服務使用者】

I am centre's volunteer Ah-Ming. After joining the recycling activity, I learned that it was no effort at all to save our environment. As an environment-friendly volunteer, I experienced as part of society and developed environmental awareness and habits.

Also, I had joined the jogging class. I wasn't familiar with exercise in the past, and it was uneasy to start. However, I kept joining the practice and overcame the frustration. Now, I can finish 5KM jogging and I feel satisfied. I had transformed the spirit of sport into my daily life and turned my mind full of sunshine.

Ah-Ming (Service user of ALOHA (Wong Tai Sin))





## 即時通24小時精神健康守護同行計劃 Justone 24-Hour Community Mental Health Support Project

疫情促使市民掌握科技尋求資訊和維持社交連繫。於過去一年，《即時通》的精神健康聊天機械人 (JUSTBOT) 及線上支援小組服務在這背景下亦應運而生，為服務提供熱線以外的自助支援途徑。此外，即時通共處理37,865個來電及登記494名會員，並在2021年起培訓65名新熱線義工，繼續無間斷支援社區精神健康需要。

Justone responds the rising distress caused by current socio-economic environment, offering a hotline-online blended support service which includes telephone emotional support, mental health enquiry service using AI chatbot, namely JUSTBOT, and an online wellness platform providing self-guided training and mutual support groups. In the past year, Justone successfully processed a total of 37,865 calls and recruited 494 new members, provided comprehensive training to 65 volunteers to serve citizens in need.



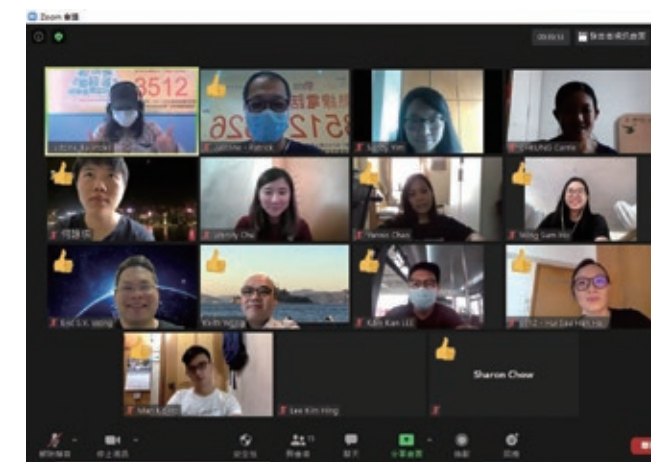
義工們接受羅澤全先生提供的熱線支援訓練。  
Volunteer training course conducted by Mr. LO Chak Chuen was in progress.



與精神健康流動宣傳車合作推廣即時通。  
Justone promoted its service with mental health mobile vehicle.



JUSTBOT為公眾人士提供精神健康自助平台。  
JUSTBOT offered a self-help mental health platform for people in needs.



疫情期間義工們共享線上學習的喜悅。  
Volunteer were sharing the joyfulness of online learning.



畢業了！義工們於助人旅途上寫上新的里程碑。  
Volunteer were celebrating their achievement from their training.

### 持份者回饋 Sharing from Stakeholder



透過在熱線中理解他人情緒困擾，我亦同時學習接納自己的情緒。每次收到來電者的感激都使我感到滿足——這是一種自我能力被肯定的滿足感。

趙卓倫【即時通24小時精神健康守護同行計劃 義工】

Through hotline emotional support service, I have learned about the importance of emotional awareness. The appreciation from service users made me feel being recognized and experience a sense of achievement.

Joe Chiu (Volunteer of Justone 24-Hour Community Mental Health Support Project)





## 朋輩支援服務服務 Peer Support Service

朋輩支援服務自2018年起，成為社會福利署的常規化服務。三年來，朋輩支援員一直運用個人復元經歷作為介入點，為其他在復元路上的復元人士或情緒受困擾的人士提供支援，陪伴服務使用者走過復元路。

在本年度，朋輩支援服務不斷發展及壯大，機構亦新增多名朋輩支援員職位。朋輩支援員舉辦更多豐富的活動，以同路人的身份建立朋輩關係，相互扶持勉勵面對人生挑戰，共同實踐復元「朋輩互動，希望之初」的重要價值。

縱然疫情持續不斷，朋輩支援員仍努力關顧復元人士，全年共完成449次面談及電話分享，當中包括123次外展探訪。此外，他們亦完成231次小組活動及公眾教育活動，包括協助帶領復元公民小組等。在收回57份的意見問卷調查中，服務使用者對朋輩支援服務的滿意度，以及提升精神健康的知識或增加復元人士的理解，分別為達95%及86%，反映朋輩工作的價值得到認同。

社會福利署於2020年為朋輩支援服務質素進行實地評估，與朋輩支援員、服務使用者見面，並檢視整體服務流程及行程文件。我們十分順利地通過所有評核標準，進一步肯定我們朋輩支援員的努力及朋輩支援工作的優良服務質素。

Peer Support Service (PSS) has been subvented by Social Welfare Department since 2018. Peer Supporters make use of their personal recovery experiences in mental illness as an intervention approach to support people in recovery and those who suffered from emotional problems in the past three years.

This year, with additional Peer Supporter job positions were created, PSS continued to develop and grow. Peer Supporters organized a larger variety of activities and programs, accompanied service users on the road to recovery by providing mutual support in facing life challenges and emotional turmoil.

Even though the epidemic continues, Peer Supporters continued to serve those in need. A total of 449 interview sharing, including 123 outreach visits, were completed. In addition, they conducted 231 sessions of group and public education programs. Among the 57 questionnaires collected, 95% of service users were satisfied with the service. Moreover, 86% of them acknowledged the increase of mental health knowledge and acceptance towards people in recovery. The achievements significantly revealed the recognition of the peer support services.

The Social Welfare Department conducted an on-site assessment on the quality of PSS in 2020. They met with Peer Supporters and service users and reviewed the overall service process. PSS passed all the evaluations, signalling the recognition of efforts of our Peer Supporters and the excellence of PSS service quality.



朋輩支援員帶領參觀友樂坊(黃大仙)服務單位。  
Peer supporters guided the visit in Aloha (WTS) service centre.



服務團隊團體合照。  
Group photo of peer support service.



朋輩交流會議。  
Peer supporters communication meeting.

### 意見問卷調查 Feedback in Questionnaires

其實我當初對精神科的知識認識很少，取得這方面資訊的渠道並不多，但是大家是同路人就可以容易溝通。

I had very little knowledge of mental health at first and there were limited channels for obtaining related information. However, it is much easier to communicate with those who experienced the same.

朋輩支援服務能幫助我們有困難時開解我的情緒，有時又教一些活動與我們一起舒緩玩樂，使我們心情開朗，思想正面了，所以朋輩支援服務是需要的，謝謝！

Peer Support Service can help us to relieve emotions when we are in difficulties. Activities help us to relax and have fun, which makes us happy and thinks positively. Peer support services are essential. Thank you!

令人知道人間有情及支援的重要性。

Let people know the importance of love and support among us.

感謝你們的服務，讓人得到支援和陪伴。

Thank you for your service, so that people can get support and company.





## 「元圈」任務計劃 Mission CIRCLE project

利民會一直支持復元人士發揮自助互助精神，利民社區網(前身為紅棉社)獲得共濟會的資助，由2021年3月開始委託本會一同推行為期三年的「元圈」任務自助組織發展計劃，共建復元友善的社區。

計劃重點包括：

- (1) 促進復元人士朋輩間互相支持；
- (2) 發展朋輩義工，促進他們的個人成長、發揮優勢及強項；
- (3) 推動復元人士連接社區，與社區不同持分者共建復元有善的社會；
- (4) 提升復元人士的公民意識，鼓勵他們關心社會事務；
- (5) 教育公眾人士整全健康的重要性，關懷及接納復元人士，實現社區復元。

計劃將舉辦不同活動，務求實現以上宗旨，例如舉辦恆常聚會、參與培訓課程、與不同機構合辦活動及分享經驗及舉辦精神健康講座等。

Richmond Fellowship of Hong Kong (RFHK) has been supporting people in recovery (PIRs) in fulfilling spirit of self-help and mutual aid as from the period of Kapok ClubHouse - the predecessor of Richmond Fellowship Community Network (RFCN). RFCN has been receiving sponsorship from The Freemasons since March 2021 to implement a three-year self-help organization development project called 'Mission CIRCLE' and RFHK was appointed to implement the project to co-construct a recovery friendly community.

The project's highlights including :

- (1) to facilitate peer support networks of PIRs;
- (2) to foster personal growth of PIRs by encouraging them to explore their strengths and advantages to build up peer volunteers;
- (3) to promote PIRs in connecting with community and co-constructing a recovery friendly community with different stakeholders;
- (4) to enhance PIRs' civic awareness by encouraging their participation and concentration on social affairs; and
- (5) to increase the public awareness on holistic wellness, importance of caring for others and acceptance of PIRs to achieve a recovery community.

The project is expected to achieve the above objectives through organizing different activities. For instance, to organize regular meeting to strengthen the cohesiveness among members; to participate training courses; to co-organize activities with different organizations and share experience, and to conduct mental health talks etc.



利民社區網會員於思健才藝展表現出色！恭喜玉貞及玉霞(右一二)獲得突出表現獎，偉文(左一)取得優異獎！  
RFCN's members showed off their talent in 'MINDSET Talent Show'! Yuk Ching and Yuk Ha (Right 1 & 2) received Outstanding award and Wai Man (Left) received Merit award. Congratulations!



看！會員們同心合力籌備生日會。  
Look! Our members worked together for a Birthday party.



會員和利民會職員一同參與執委會會議，商議未來社區網的發展方向。  
Members and RFHK staff participated in Executive Committees meeting to discuss future direction and development of RFCN.

## 家屬支援服務

### Family Support Service

利民會一直十分重視復元人士及照顧者「朋輩支援」的角色，並鼓勵同路人透過復元同行的經歷，共同實踐「復元理念」中朋輩互助的重要價值。有見及此，利民家庭學社 (Richmond Fellowship Institute) 於2020-2021年度，推行了「照顧者朋輩員培訓及支援計劃」(第一期)。目的是透過培訓復元人士之照顧者成為「照顧者朋輩員」，藉此讓照顧者成為同路人的支援角色，並按自我優勢及興趣，提供照顧者朋輩支援的服務。

過往一年，於疫情起伏不定的情況下，透過一系列線上和實體訓練，包括：「真人圖書館」、「精神健康急救證書課程」、「溝通和演說技巧」等等，並配合不同類型的單位實習，例如，帶領興趣小組、家屬關懷電話、社區真人圖書分享等，培育出一群「照顧者朋輩員」。往後，他們將於我們不同單位服務，發揮其個人能耐和朋輩互助精神，以及於社區推廣正向精神健康訊息。

Richmond Fellowship of Hong Kong emphasizes the role of peer support between recoveries and caregivers. We encourage peers to integrate the idea of recovery and peer support value into practice. Therefore, the Richmond Fellowship Institute (RFI) enacted the "1st Caregiver Peer Supporter Training Project" in 2020 and 2021. The purpose was to train the caregivers of recoveries to become caregiver peer supporters for enhancing caregivers play the supportive role among peers so that they can provide peer support service according to their interests and advantages.

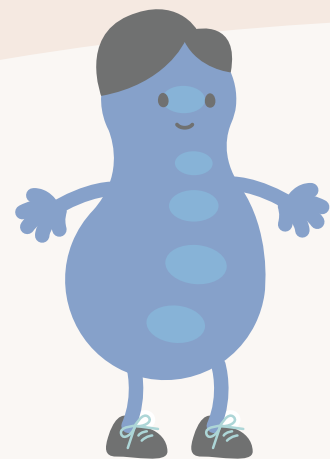
Last year, under uncertainties created by the pandemic, RFI educated a group of caregiver peer supporters through online and direct training, including "Human Library", "Mental Health First Aid", "Communication and speaking skills", in combination with internships in different service settings. In the future, they will provide carer peer service in our units, exert their personal competence and spirit of mutual help into practice, and promote positive mental health messages to the community.



家屬真人圖書館



照顧者網上工作坊直播







## 利民家庭學社 Richmond Fellowship Institute

本年以「真人圖書」的手法作分享，不單能讓復元人士及照顧者整理寶貴的復元及照顧經驗，亦有效促進他們與社會大眾彼此的交流和理解。去年，利民家庭學社舉辦了「真人圖書的下一頁 - 服務前瞻研討會」，藉著匯聚不同界別的嘉賓分享，當中包括：精神復元人士及照顧者、社工、藝術工作者、學者及社區人士等，以跨界別交流，引起大眾對精神復元人士及照顧者認識，也為服務作前瞻與拓展。

The "Human library" approach let the people in recovery and their caregivers not only review their precious experience of recovery and caregiving experience, but also encourage their communication and mutual understanding with the general public. Last year, RFI organized "The next page of human library – service development symposium". With the convergence of guests from different fields, including people in recovery, caregivers, social workers, artists, scholars and the neighbourhood, the event boosted understanding of people in recovery and caregivers from the general public and provided exploration and development for our service.



跨界別服務發展交流。  
Convergence of guests in service development symposium.



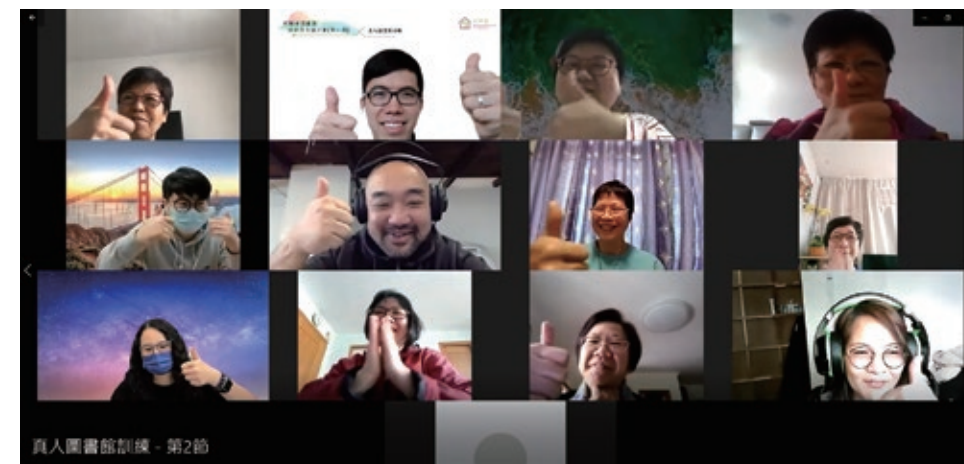
著名藝人李敏小姐聯同照顧者以話劇演出照顧經驗。  
Together with renowned artist Ranya, Caregivers express their caring experience through drama.



照顧者於線上和實體進行「朋輩員」訓練。  
The training of Caregiver Peer Supporter through online and physical training.



照顧者朋輩員帶領活動。  
The Caregiver Peer Supporters leading a mutual support program.



真人圖書館訓練 - 第2節  
線上真人圖書館訓練。  
Online training of "Human library".

### 持份者回饋 Sharing from Stakeholder



多元化的家屬教育與聯誼活動等加深了我對復元人士的認識，既大大改善家庭關係，亦讓我從受助人蛻變為家屬同行者。

Kennis (中)【利民家庭學社 服務使用者】

The wide range of activities, says educational programmes and social gatherings, organized for carers allowed me to enhance my understanding of people in recovery. Such invaluable experience not only improved my family relationship greatly, but also let me have chance to support other carers rather than merely receive services.

Kennis (middle) (Service user of Richmond Fellowship Institute)

# 中央行政支援

## Central Administrative Support



## 人力資源 Human Resources

我們一直關顧員工的身心健康。在過去的一年，新冠病毒疫情反覆，我們適時向員工發放疫情資訊，呼籲員工持續注意防疫。我們緊貼疫情變化作出應變措施，例如：在家工作安排、搜購防疫用品、配合員工接受病毒檢測或接種疫苗的彈性工作安排。此外，我們亦明白員工在疫情下未能外遊，推出放寬申請累積年假的特別安排，切合員工的需要。

在員工士氣方面，我們繼續實施「鬆一鬆」小息時間。此外，我們推行「欣賞文化活動」，全體員工一起參與，推動欣賞與感謝文化，共享正向工作間。

在人力資源政策方面，推出嘉許及挽留傑出表現的社會工作員的措施。例如：傑出表現獎金、進修實習假期及調整增薪點。

人力資源小組委員會持續適時檢討人力資源管理的方向及發展，包括人力資源政策、薪酬及福利、人手編制等。截至2021年3月31日，本會共有230名員工，當中專業團隊包括臨床心理學家、護士、職業治療師及社會工作員。

We are always concerned about the physical and mental health of our staff members. During the past year, the outbreak of the coronavirus was recurrent and we disseminated timely information to our staff members and urged them to stay aware of the outbreak. We have responded to the changes in the epidemic, such as working from home, searching for anti-epidemic supplies, and flexible work arrangements for staff to be tested for the virus or receive vaccinations. In addition, we understood that staff members cannot travel during the epidemic and have introduced special arrangements to relax the application for annual leave accumulation to meet the needs of our staff members.

In terms of employee morale, we continue to implement "Take a Break" scheme. Besides, we launched "Appreciative Culture activities", with all employees participating to promote a culture of appreciation and gratitude as well as to share a positive workplace.

In addition, our human resources policy has introduced measures to recognize and retain social workers with outstanding performance. Examples of such initiatives include performance bonuses, study leave and salary increment adjustments.

The Human Resources Sub-committee continues to review the direction and development of human resources management, including human resources policies, compensation and benefits, staffing, etc. As of March 31, 2021, we employed 230 staff members, including our professional teams, which comprised of clinical psychologists, nurses, occupational therapists and social workers.





# 2020 - 2021 員工得獎名單 Staff Award List

## 榮休 Retirement

職員	Staff	單位	Unit
吳美蘭	NG Mei Lan	翠華之家	Tsui Wah House
劉春生	LAU Chun Sun	翠華之家	Tsui Wah House

## 優秀同工獎 Staff Incentive Award – Outstanding Performance

職員	Staff	單位	Unit
單家威	SIN Ka Wai	中央行政辦事處	Central Administrative Office
李鳴睿	LI Ming Yui	屏山樓	Ping Shan House
何麗玲	HO Lai Ling	尚德之家	Sheung Tak House
呂嘉耀	LUI Ka Yiu Thomas	翠華之家	Tsui Wah House
林恩平	LAM Yan Ping	利康居	Likang Court
陳小玉	CHAN Siu Yuk	新翠實業社	New Jade Manufacturing Centre
黃遠志	WONG Yuen Chi	友樂坊 (黃大仙)	ALOHA (Wong Tai Sin)

## 長期服務獎 Long Service Award

年	Year	職員	Staff	單位	Unit
25		陳雪慧	CHAN Suet Wa	中央行政辦事處	Central Administrative Office
15		陳潔枝	CHAN Kit Chee	中央行政辦事處	Central Administrative Office
15		李俊業	LI Chun Yip	環翠之家	Wan Tsui House
15		李春明	LEE Chun Ming Philip	利康居	Likang Court
15		崔桂蘭	TSUI Kwai Lan	新翠實業社	New Jade Manufacturing Centre
15		梁嘉恩	LEUNG Ka Yan	新翠實業社	New Jade Manufacturing Centre
15		吳桂賢	NG Kwai Yin	利民進業服務 (元朗)	Richmond Customer Service (Yuen Long)
15		謝可欣	TSE Ho Yan	友樂坊 (黃大仙)	ALOHA (Wong Tai Sin)
10		卓家賢	CHEUK Ka Yin	環翠之家	Wan Tsui House
10		紀嘉威	KEI Ka Wai	環翠之家	Wan Tsui House
10		鄭煒堂	CHENG Wai Tong	友樂坊 (黃大仙)	ALOHA (Wong Tai Sin)
10		陳嘉敏	CHAN Ka Mun	友樂坊 (港島東)	ALOHA (Eastern)
5		張如清	CHEUNG Yu Ching	尚德之家	Sheung Tak House
5		霍家政	FOK Ka Ching	新翠實業社	New Jade Manufacturing Centre
5		姚嘉慧	YIU Ka Wai Phoebe	新翠實業社	New Jade Manufacturing Centre
5		梁詠琳	LEUNG Wing Lam	利民進業服務 (柴灣)	Richmond Customer Service (Chai Wan)
5		蔡剛	CHOI Kong	友樂坊 (黃大仙)	ALOHA (Wong Tai Sin)
5		朱曉玲	CHU Hiu Ling	友樂坊 (黃大仙)	ALOHA (Wong Tai Sin)
5		胡詠霜	WOO Wing Sheung	友樂坊 (港島東)	ALOHA (Eastern)
5		李香明	LEE Heung Ming Jess	友樂坊 (港島東)	ALOHA (Eastern)



## 儲備管理及2020-2021年度 整筆撥款帳目

### Financial Management of Reserves and Annual Financial Report for 2020/2021 (Lump Sum Grant Subvention Only)

#### 儲備管理

為妥善運用公共資源及捐款，本會已建立一套完善的內部監控機制以確保遵守相關政策和程序。財務部一向定期向高級管理層和執行委員會成員提交詳盡報告，以便他們了解各種服務或項目的財務狀況，並作出適當的資源部署和修訂工作。執行委員會成員、財務小組委員成員和高級管理層定期審視機構過去數年的整筆撥款儲備來推算未來儲備的水平。為確保未來財務狀況的穩定，中央行政辦事處會繼續檢視所有服務單位的人手編排及監察其所需的財務資源，並於適時向執行委員會提交建議。

#### 2020/2021年度整筆撥款帳目

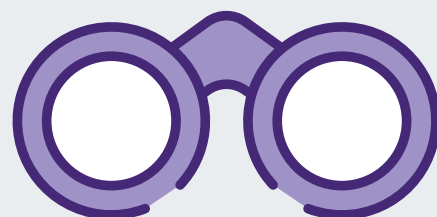
請參閱本會網址: <https://www.richmond.org.hk/zh-hk/public-disclosures>

#### Financial Management of Reserves

To ensure prudent use of public resources and donations, internal control system has long been establishing to ensure compliance with relevant policies and procedures in the Fellowship. Detailed reports are submitted to the senior management and the Board of Executive Committee Members at regular intervals as our usual practice to facilitate their understanding of the financial conditions in various services or projects, so that they would come up with proper resources deployment and remedial actions. The Board of Executive Committee Members, Finance Sub-committee Members and the senior management reviewed the Lump Sum Grant Reserve over previous few years and projected the future level of reserve. The Central Administration will continue to review the manpower provisions of all service units and monitor their needs in financial resources. Recommendations would be submitted to the Board of Executive Committee Members for consideration.

#### Annual Financial Report for 2020/2021 (Lump Sum Grant Subvention Only)

Please refer to our website: <https://www.richmond.org.hk/en/public-disclosures>



#### RICHMOND FELLOWSHIP OF HONG KONG

利民會

#### Statement of Comprehensive Income For the year ended 31 March 2021

	<u>2021</u> <u>HK\$</u>	<u>2020</u> <u>HK\$</u>
<b>Income</b>		
Other revenue	95,241,307	90,853,998
Administrative expenses	869,100	556,038
	(90,762,125)	(87,852,783)
Surplus from operation	5,348,282	3,557,253
Bank interest income	36,051	55,262
<b>Surplus for the year</b>	<u>5,384,333</u>	<u>3,612,515</u>
<b>Other comprehensive income</b>		
Designated Funds received	9,795,685	21,823,879
Designated Funds transfer to deferred income	(4,280,986)	(17,051,678)
Interest received	3	1
Minor works	(65,090)	-
Provident fund adjustment	(27,466)	35,907
Project expenses	(2,270,957)	(3,852,044)
Refund to Social Welfare Department	(12,345)	(2,660)
Refund to HKSAR	-	(17,472)
Refund of external funding	-	(104,628)
	<u>3,138,844</u>	<u>831,305</u>
<b>Total comprehensive income for the year</b>	<u>8,523,177</u>	<u>4,443,820</u>



**RICHMOND FELLOWSHIP OF HONG KONG**

利 民 會

**Statement of Financial Position  
as at 31 March 2021**

	<u>2021</u> <u>HK\$</u>	<u>2020</u> <u>HK\$</u>
<b>Non-current assets</b>		
Property, furniture and equipment	18,848,826	21,866,292
<b>Current assets</b>		
Accounts receivable	1,374,402	1,996,208
Cash and bank balances	53,694,199	46,696,094
	<u>55,068,601</u>	<u>48,692,302</u>
<b>Current liabilities</b>		
Accrued charges and other payables	3,053,977	3,611,633
Deferred income	16,188,737	18,015,560
Amount due to a related association	2,280,798	3,291,343
Lease liabilities	1,857,786	1,769,320
	<u>23,381,298</u>	<u>26,687,856</u>
<b>Net current assets</b>	<u>31,687,303</u>	<u>22,004,446</u>
<b>Total assets less current liabilities</b>	<u>50,536,129</u>	<u>43,870,738</u>
<b>Non-current liabilities</b>		
Lease liabilities	-	1,857,786
	<u>50,536,129</u>	<u>42,012,952</u>
<b>Net assets</b>		
<b>Agency reserves</b>		
Designated Funds	6,460,567	3,331,850
Social Welfare Development Fund	55,709	317
Social Work Training Fund	(5,454)	-
Social Welfare Reserve Fund	39,660,091	35,445,567
Special one-off grant	55,250	55,250
General Fund	4,309,966	3,179,968
<b>Total fund</b>	<u>50,536,129</u>	<u>42,012,952</u>

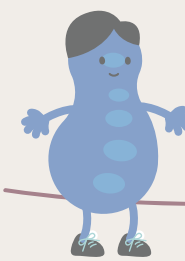
**RICHMOND FELLOWSHIP OF HONG KONG**

利 民 會

**Statement of Cash Flows  
For the year ended 31 March 2021**

	<u>2021</u> <u>HK\$</u>	<u>2020</u> <u>HK\$</u>
<b>Cash flows from operating activities</b>		
Total comprehensive income for the year	8,523,177	4,443,820
Adjustments for		
Depreciation for right-of-use assets	1,770,726	1,770,732
Depreciation for other assets	7,081,646	6,353,172
Bank interest income	(36,051)	(55,262)
Interest expense on lease liabilities	138,030	222,280
Loss on written off of furniture and equipment	9,629	40,262
	<u>17,487,157</u>	<u>12,775,004</u>
Operating cash flows before working capital changes		
Decrease/(increase) in accounts receivable	621,806	(965,722)
(Decrease)/increase in accrued charges and other payables	(557,656)	751,716
Decrease) in amount due to a related association	(1,010,545)	(39,969)
(Decrease)/increase in deferred income	(1,826,823)	14,157,513
	<u>14,713,939</u>	<u>26,678,942</u>
Net cash generated from operating activities		
<b>Cash flows from investing activities</b>		
Bank interest received	36,051	55,262
Increase in short-term bank deposits	(2,031,323)	(100,556)
Purchase of furniture and equipment	(5,844,535)	(20,394,625)
	<u>(7,839,807)</u>	<u>(20,439,919)</u>
Net cash used in investing activities		
<b>Cash flows from financing activities</b>		
Net payment of right-of-use assets	(1,907,350)	(1,907,352)
	<u>(1,907,350)</u>	<u>(1,907,352)</u>
Net cash used in financing activities		
<b>Net increase in cash and cash equivalents</b>	<u>4,966,782</u>	<u>4,331,671</u>
<b>Cash and cash equivalents</b>		
<b>As at 1 April</b>	<u>40,568,176</u>	<u>36,236,505</u>
<b>As at 31 March</b>	<u>45,534,958</u>	<u>40,568,176</u>
Analysis of cash and bank balances:		
Short-term bank deposits	8,159,241	6,127,918
Cash and cash equivalents	45,534,958	40,568,176
	<u>53,694,199</u>	<u>46,696,094</u>

## 附錄 Appendices



## 職員會 Staff Association

利民會職員會成立多年以來，持續為機構的同工提供不同的關愛、福利及活動。由於近年沉重的社會氣氛及新冠肺炎疫情的影響，職員會除了關注同工身心健康外亦需關顧同事的工作安全及權益。

由於疫情關係今年職員會無法舉辦一些實體的活動，於是我們改以線上的遊戲、關愛禮物及福袋等形式繼續支持大家的身心靈健康。

Since the establishment of the Staff Association of Richmond Fellowship of Hong Kong for many years, it has been providing different care, benefits and activities to the staff. Due to the social movement in recent years and the impact of the COVID 19, apart from concerning colleagues' physical and mental health, we pay more attention to the work safety and colleagues' rights and interests.

In view of the current epidemic situation, we are not able to launch face-to-face activities, we use online games, gifts and lucky bags to continue to support everyone's physical and mental health instead.



職員會成員  
The member of Staff Association



支持同事的關愛禮物  
The care gifts for supporting the Staff Association members





# 1/4/2020 – 31/3/2021 職員名單 Staff List

## 行政辦事處 Administrative Office

總幹事 Director	馮祥添博士	Dr. FUNG Cheung Tim
助理總幹事 Assistant Director	李綺雯女士	Ms. LI Yi Man
	陳雪慧女士	Ms. CHAN Suet Wai
高級經理(臨床及質素保證) Senior Manager (Clinical & Quality Assurance)	黃建隆博士	Dr. WONG Kin Lung
服務發展經理 Service Development Manager	張斯皓先生	Mr. CHEUNG Si Ho
	關詠欣女士	Ms. KWAN Wing Yan
研究及發展經理 Research & Development Manager	黃欣欣博士	Dr. WONG Yan Yan Fiona
傳訊經理 Corporate Communications Manager	黃富民先生	Mr. WONG Fu Man Eric
會計經理 Accounting Manager	單家威先生	Mr. SIN Ka Wai
人力資源經理 Human Resources Manager	王國昌先生	Mr. WONG Kwok Cheong Tony
資訊科技經理 Information Technology Manager	陳易生先生	Mr. CHAN Yik Sang Jason
行政主任 Executive Officer	余秀芬女士	Ms. YUE Sau Fan
研究助理 Research Assistant	錢樂恩女士	Ms. CHIN Lok Yan
項目統籌 Project Coordinator	蔡穎婷女士	Ms. TSOI Wing Ting
會計助理 Accounting Assistant	潘靖文女士	Ms. PUN Ching Man Monica
	鍾碧燕女士	Ms. CHUNG Pik Yin
人力資源助理 Human Resources Assistant	黃志欣女士	Ms. WONG Chi Yan
	黃欣怡女士	Ms. WONG Yan Yi
電腦工程師 Support Engineer	馬頌賢先生	Mr. MA Chung Yin
執行助理 Executive Assistant	馬靄婷女士	Ms. MA Oi Ting Crystal
助理文員 Clerical Assistant	陳潔枝女士	Ms. CHAN Kit Chee

## 住宿訓練服務 Residential Training Services

### 環翠之家 Wan Tsui House

中途宿舍 Halfway House

經理 Manager	陳倩儀女士	Ms. CHAN Sin Yee
社會工作員 Social Worker	黃國威先生	Mr. WONG Kwok Wai
	陶小玉女士	Ms. TO Siu Yuk Connie
登記護士(精神科) Enrolled Nurse (Psychiatric)	羅素華女士	Ms. LAW So Wah
高級文員 Senior Clerk	文蘭清女士	Ms. MAN Lan Ching
復康工作員 Rehabilitation Worker	李俊業先生	Mr. LI Chun Yip
	卓家賢先生	Mr. CHEUK Ka Yin
	陳嘉晉先生	Mr. CHAN Ka Chun
	鍾詠健女士	Ms. CHUNG Wing Kin Karin
復康助理 Rehabilitation Assistant	周華健先生	Mr. CHOW Wa Kin
	吳天偉先生	Mr. NG Tin Wai
康健科技支援員 Wellness Technology Supporter	黃銘駿先生	Mr. WONG Ming Chun
服務助理 Service Helper	紀嘉威先生	Mr. KEI Ka Wai
廚師 Cook	梁玉玲女士	Ms. LEUNG Yuk Ling
清潔總管 Workman II	余彩莉女士	Ms. YU Tsoi Lei Sandy
朋輩支援員 Peer Supporter	周秀蘭女士	Ms. CHAU Sau Lan

### 屏山樓 Ping Shan House

中途宿舍 Halfway House

經理 Manager	馮佩貞女士	Ms. FUNG Pui Ching
社會工作員 Social Worker	羅潤添先生	Mr. LAW Yun Tim
	林恩樂先生	Mr. LAM Yan Lok
登記護士(精神科) Enrolled Nurse (Psychiatric)	鄭俊延先生	Mr. CHENG Chun Yin
行政助理 Administrative Assistant	鄒佩賢女士	Ms. CHOW Pui Yin
保健員 Health Worker	李漢華先生	Mr. LEE Hon Wah
復康工作員 Rehabilitation Worker	梁皓琳女士	Ms. LEUNG Ho Lam
	鄧梓殷女士	Ms. TANG Tsz Yan
復康助理 Rehabilitation Assistant	劉偉業先生	Mr. LAU Wai Yip
	楊錫年先生	Mr. YEUNG Sik Nin
康健科技支援員 Wellness Technology Supporter	郭穎欣女士	Ms. KWOK Wing Yan
活動助理 Programme Assistant	李鳴睿先生	Mr. LI Ming Yui
廚師 Cook	廖細琴女士	Ms. LIU Sai Kam
清潔總管 Workman II	伍麗娟女士	Ms. NG Lai Kuen
朋輩支援員 Peer Supporter	何威文先生	Mr. HO Wai Man
兼職清潔員 Part-time Cleaner	林吐珠女士	Ms. LAM Tu Chu

### 尚德之家 Sheung Tak House

中途宿舍 Halfway House

經理 Manager	區偉德先生	Mr. AU Wai Tak Victor
社會工作員 Social Worker	蔡穎儀女士	Ms. CHOI Wing Yee
	方榮貴先生	Mr. FONG Wing Kwai
高級文員 Senior Clerk	丘陵先生	Mr. YAU Ling
保健員 Health Worker	李詠妍女士	Ms. LI Wing Yin
復康工作員 Rehabilitation Worker	何麗玲女士	Ms. HO Lai Ling
	陳小玲女士	Ms. CHAN Siu Ling
	陳姬妃女士	Ms. CHAN Kei Fei
	黎澤銘先生	Mr. LAI Chak Ming
復康助理 Rehabilitation Assistant	蘇木順先生	Mr. SO Muk Shun
	張紫龍先生	Mr. CHEUNG Tse Lung
服務助理 Service Helper	張如清女士	Ms. CHEUNG Yu Ching
活動助理 Programme Assistant	李鳴睿先生	Mr. LI Ming Yui
廚師 Cook	趙保強先生	Mr. CHIU Po Keung
清潔總管 Workman II	戴錦燕女士	Ms. TAI Kam Yin
朋輩支援員 Peer Supporter	梁毅進先生	Mr. LEUNG Ngai Chun

### 翠華之家 Tsui Wah House

中途宿舍 Halfway House

經理 Manager	朱海迪女士	Ms. CHU Hoi Tik
社會工作員 Social Worker	蔡雯菲女士	Ms. CHOI Man Fai
	梁頌安先生	Mr. LEUNG Chung On Andrew
高級文員 Senior Clerk	袁佩貞女士	Ms. YUEN Pui Ching
復康工作員 Rehabilitation Worker	呂嘉耀先生	Mr. LUI Ka Yiu Thomas
	鄺佩琮女士	Ms. KONG Pui King
	陳嘉欣女士	Ms. CHAN Ka Yan
	鄭建斌先生	Mr. CHENG Kin Pan
復康助理 Rehabilitation Assistant	何偉英女士	Ms. HO Wai Ying
康健科技支援員 Wellness Technology Supporter	謝寶樂女士	Ms. TSE Bo Lok
活動助理 Programme Assistant	雷凱恩女士	Ms. LUI Hoi Yan
廚師 Cook	謝宏昌先生	Mr. TSE Wan Cheong
清潔總管 Workman II	廖妙茹女士	Ms. LIU Miu Yu
朋輩支援員 Peer Supporter	張美玲女士	Ms. CHEUNG Mei Ling

利康居 Likang Court		輔助宿舍 Supported Housing	
經理 Manager	林恩平先生	Mr. LAM Yan Ping	
復康助理 Rehabilitation Assistant	李春明先生	Mr. LEE Chun Ming Philip	
	魏雪玲女士	Ms. NGAI Suet Ling	
社區工作助理 Community Work Assistant	王可盈女士	Ms. WONG Ho Ying	
活動助理 Programme Assistant	魏雪雯女士	Ms. NGAI Suet Man	
兼職復康助理 Part-time Rehabilitation Assistant	王詩雯女士	Ms. WONG Sze Man	
	林兆聰先生	Mr. LAM Siu Chung	

## 職業復康服務 Vocational Rehabilitation Services

新翠實業社 New Jade Manufacturing Centre		綜合職業復康服務中心 Integrated Vocational Rehabilitation Service Centre	
署任高級經理 Acting Senior Manager	王家敏女士	Ms. WONG Ka Man	
經理 Manager	周國傑先生	Mr. CHAU Kwok Kit	
助理經理 Assistant Manager	李曉瑩女士	Ms. LI Hiu Ying	
助理經理 (市場及業務) Assistant Manager (Marketing and Business)	梁嘉賢先生	Mr. LEUNG Ka Yin	
社會工作員 Social Worker	周穎儀女士	Ms. CHAU Wing Yee	
	張文林先生	Mr. CHEUNG Man Lam	
	霍家政女士	Ms. FOK Ka Ching	
登記護士 Enrolled Nurse	呂家樂先生	Mr. LUI Ka Lok	
二級職業治療師 Occupational Therapist II	賴敬韻女士	Ms. LAI King Wan	
行政助理 Administrative Assistant	盧嘉莉女士	Ms. LO Ka Lee	
營運及市場主任 Marketing Officer	何品懿女士	Ms. HO Pui Yi Mavis	
	許怡詩先生	Mr. HUI Yi Sze	
市場助理 Marketing Assistant	楊思愷女士	Ms. YEUNG Sze Hoi	
	李婉玲女士	Ms. LEE Yuen Ling	
文員 Clerk	馮恩德先生	Mr. FUNG Yan Tak	
司機 Driver	陳嘉勵女士	Ms. CHAN Gar Lai Erica	
高級訓練助理 Senior Training Assistant	崔桂蘭女士	Ms. TSUI Kwai Lan	
訓練助理 Training Assistant	梁嘉恩女士	Ms. LEUNG Ka Yan	
	廖嘉琪女士	Ms. LIU Ka Ki	
	姚嘉慧女士	Ms. YIU Ka Wai Phoebe	
	朱瑞容女士	Ms. CHU Shui Yung	
復康訓練助理 Rehabilitation Training Assistant	姚綺明女士	Ms. YIU Yee Ming	
活動助理 Programme Assistant	馬少鈴女士	Ms. MAR Siu Ling Ricky	
	陳炳康先生	Mr. CHAN Ping Hong	
三級工場導師 Workshop Instructor III	陸頌賢女士	Ms. Luk Chung Yin	
康健科技支援員 Wellness Technology Supporter	郭明玉女士	Ms. KWOK Ming Yuk	
工場助理 Workman II	徐慧襄女士	Ms. CHUI Wai Sheung	
朋輩支援員 Peer Supporter			

利民進業服務 (柴灣 / 將軍澳) Richmond Customer Service (Chai Wan/ Tseung Kwan O)		輔助就業 Supported Employment	
社會工作員 Social Worker	何立剛先生	Mr. HO Lap Kong	
初級文員 Junior Clerk	高靜雯女士	Ms. KO Ching Man	
訓練助理 Training Assistant	李淑燕女士	Ms. LEE Shuk Yin	
	趙文敬先生	Mr. CHIU Man King	
活動助理 Programme Assistant	馮婉琮女士	Ms. FUNG Yuen King	
	梁詠琳女士	Ms. LEUNG Wing Lam	

利民進業服務 (元朗 / 黃大仙) Richmond Customer Service (Yuen Long/Wong Tai Sin)		輔助就業 Supported Employment	
社會工作員 Social Worker	麥偉光先生	Mr. MAK Wai Kwong	
初級文員 Junior Clerk	張國樑先生	Mr. CHEUNG Kwok Leung Lawrence	
訓練助理 Training Assistant	吳桂賢女士	Ms. NG Kwai Yin	
	何希駿先生	Mr. HO Hei Chun	
	林麗芳女士	Ms. LAM Lai Fong	
	周朗曦先生	Mr. CHOW Long Hei	
活動助理 Programme Assistant	古翹輝先生	Mr. KO Kiu Fai	
兼職訓練助理 Part-time Training Assistant	何佩恩女士	Ms. HO Pui Yan	
	黃惠龍先生	Mr. WONG Wai Lung	

陽光路上 – 青少年殘疾人士在職培訓計劃 Sunnyway - On the Job Training Program for Young People with Disabilities		服務計劃 Service Projects	
社會工作員 Social Worker	黎詠欣女士	Ms. LAI Weng Ian	

職能評估及優化計劃 Vocational Assessment and Intervention Enhancement Project		服務計劃 Service Projects	
一級職業治療師 Occupational Therapist I	陳曉鈞女士	Ms. CHAN Hiu Kwan Leona	
復康訓練助理 Rehabilitation Training Assistant	王翠詩女士	Ms. WONG Chui Size	



社區精神健康支援服務 Community Mental Health Support Services

友樂坊（黃大仙）  
ALOHA (Wong Tai Sin)

精神健康綜合社區中心  
Integrated Community Centre for Mental Wellness

高級經理	Senior Manager	蘇嘉寶女士	Ms. SOU Ka Pou
署任經理	Acting Manager	楊麗君女士	Ms. YEUNG Lai Kwan
社會工作員	Social Worker	李嘉慧女士	Ms. LI Ka Wai
		蔡剛先生	Mr. CHOI Kong
		朱曉玲女士	Ms. CHU Hiu Ling
		謝詩雅女士	Ms. XIE Shiya
		周穎聰先生	Mr. CHOW Wing Chung
		梁振樂先生	Mr. LEUNG Chun Lok Wilson
		何浩然先生	Mr. HO Ho Yin
		張兆輝先生	Mr. CHEUNG Siu Fai Henry
		黎靜儀女士	Ms. LAI Ching Yee
		藍宇清先生	Mr. LAM Yu Ching
		曾詩慧女士	Ms. TSANG Sze Wai
		黃偉強先生	Mr. WONG Wai Keung
		吳子鋒先生	Mr. NG Tsz Fung
		胡嘉寶女士	Ms. WU Ka Po
		葉耀陽先生	Mr. YIP Yiu Yeung
		陳穎儀女士	Ms. CHAN Wing Yee
		陳君儀女士	Ms. CHAN Kwan Yi
		楊錦琦女士	Ms. YEUNG Kam Kei
		吳家琳女士	Ms. NG Ka Lam
		梁國滔先生	Mr. LEUNG Kwok To
兼職社會工作員	Part-time Social Worker	黃遠志先生	Mr. WONG Yuen Chi
高級職業治療師	Senior Occupational Therapist	林智偉博士	Dr. LAM Chi Wai
登記護士 (精神科)	Enrolled Nurse (Psychiatric)	譚淑瑜女士	Ms. TAM Shuk Yu
執行助理	Executive Assistant	關詩銘女士	Ms. KWAN Si Ming
高級文員	Senior Clerk	鄭煒堂先生	Mr. CHENG Wai Tong
		何嘉寶女士	Ms. HO Ka Po Rana
		葉小芬女士	Ms. YIP Siu Fun
		謝可欣女士	Ms. TSE Ho Yan
		陳栩兒先生	Mr. CHAN Hui Yi
復康工作員	Rehabilitation Worker	葉偉皓先生	Mr. YIP Wai Ho
		袁慧詩女士	Ms. YUEN Wai Sze
		王樂詩女士	Ms. WONG Lok Sze
		袁廣昱先生	Mr. UN Kuong Lok
		劉雪敏女士	Ms. LAU Suet Man
復康訓練助理	Rehabilitation Training Assistant	馬珀樂先生	Mr. MA Paak Lok
		譚緯女士	Ms. TAM Wai
		陳可斯女士	Ms. CHAN Ho Sze
		張小玉女士	Ms. CHEUNG Siu Yuk
		彭詠詩女士	Ms. PANG Mandy Wing Sze
		陳佳峻先生	Mr. CHAN Kai Tsun
		楊進就先生	Mr. YEUNG Chun Chau
		張澤裕女士	Ms. CHEUNG Chak Yu
康健科技支援員	Wellness Technology Supporter	張秀霞女士	Ms. CHEUNG Sau Ha
清潔總管	Workman II	謝禮光先生	Mr. TSE Lai Kwong
朋輩支援員	Peer Supporter		

友樂坊（港島東）  
ALOHA (Eastern)

精神健康綜合社區中心  
Integrated Community Centre for Mental Wellness

經理	Manager	龍建樺女士	Ms. LUNG Kin Wah
社會工作員	Social Worker	梁毓翹先生	Mr. LEUNG Yuk Kiu
		麥敏之女士	Ms. MAK Man Chi
		梅頌謙先生	Mr. MUI Chung Him
		陳嘉敏女士	Ms. CHAN Ka Mun
		陳德亮先生	Mr. CHAN Tak Leung
		李香明女士	Ms. LEE Heung Ming Jess
		孔慶傑先生	Mr. HUNG Hing Kit
		藍逸匡先生	Mr. NAM Yat Hong
		楊嘉駿先生	Mr. YEUNG Ka Chun
		鄔心悅女士	Ms. WU Sum Yuet
登記護士 (精神科)	Enrolled Nurse (Psychiatric)	麥凱琳女士	Ms. MAK Hoi Lam
		梁嘉穎女士	Ms. LEUNG Michelle Kawing
		胡詠霜女士	Ms. WOO Wing Sheung
		雷巧茹女士	Ms. LUI Hau Yu
		蔡詠朗先生	Mr. CHOY Wing Long Aaron
		鄭嘉韻女士	Ms. THE Ka Wan Catherine
		洪子聰先生	Mr. YUNG Tsz Chung
		鄭顯政先生	Mr. CHENG Hin Ching
		劉偉畧先生	Mr. LAU Wai Luk
		譚詩銘女士	Ms. TAM Sze Ming
社區工作助理	Community Work Assistant	周文輝先生	Mr. CHOW Man Fai
		梁漢中先生	Mr. LEUNG Hon Chung
康健科技支援員	Wellness Technology Supporter	李美鳳女士	Ms. LI Mei Fung
兼職清潔總管	Part-time Workman II		



# 服務單位總覽 Service Units

## 《即時通》24小時精神健康守護同行計劃 JUSTONE 24-Hour Community Mental Health Support Project

社會工作員 Social Worker	譚啟業先生 Mr. TAM Kai Yip
社區教育主任 Wellness Education Officer	馮嘉琪女士 Ms. FUNG Ka Kee
精神健康工作員 Mental Health Worker	胡海峰先生 Mr. WU Hoi Fung Patrick
	郭倩兒女士 Ms. KAUR Baljinder
精神健康助理員 Mental Health Assistant	魏美雲女士 Ms. NGUI Mei Wan
	盧曉鋒先生 Mr. LO Hiu Fung
家屬朋輩支援工作員 Caregiver Peer Support Worker	陳玉霞女士 Ms. CHAN Yuk Ha
兼職精神健康助理員 Part-time Mental Health Assistant	劉錦榮先生 Mr. LAU Kam Wing
	李炳亮先生 Mr. LI Ping Leung
	鍾承熹先生 Mr. CHUNG Sing Hei
	洪靜婷女士 Ms. HONG Jing Ting
	徐家慧女士 Ms. TSUI Ka Wai
	曾美欣女士 Ms. TSANG Mei Yan
	伍穎琳女士 Ms. NG Wing Lam
	袁珈琳女士 Ms. YUEN Ka Lam
	陳思穎女士 Ms. CHAN Si Wing
	鄧敏琳女士 Ms. TANG Man Lam

## 專項計劃 Special Projects

### 臨床心理服務 Clinical Psychology Service

臨床心理學家 Clinical Psychologist	顏基衛博士 Dr. NGAN Avis
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## 服務計劃 Service Projects

### 「智叻精靈」計劃 Mental Health Smarties Project

計劃主管 Project-in-charge	趙妍女士 Ms. ZHAO Yan
計劃助理 Project Assistant	阮巧雯女士 Ms. YUEN Hau Man

## 中央行政辦事處 Central Administrative Office

### 中央行政辦事處 Central Administrative Office

香港北角百福道21號18樓1801室  
Room 1801, 18/F, 21 Pak Fuk Road, North Point, Hong Kong

☎ 2529 1323 ☎ 2527 6855 ☎ admin@richmond.org.hk

余秀芬女士  
行政主任  
Ms. Yue Sau Fan  
Executive Officer

## 職業復康服務 Vocational Rehabilitation Services

### 綜合職業復康服務中心 Integrated Vocational Rehabilitation Service Centre

#### 新翠實業社 New Jade Manufacturing Centre

香港柴灣柴灣道233號新翠花園第六座地下  
Level 1, Block 6, New Jade Garden, 233 Chai Wan Road,  
Chai Wan, Hong Kong

☎ 2889 3275 ☎ 2889 3121 ☎ rfjmc@richmond.org.hk

周國傑先生  
經理  
Mr. CHAU Kwok Kit  
Manager

## 輔助就業 Supported Employment

### 利民進業服務（柴灣 / 將軍澳） Richmond Customer Service (Chai Wan / Tseung Kwan O)

香港柴灣柴灣道233號新翠花園第六座地下  
Level 1, Block 6, New Jade Garden, 233 Chai Wan Road,  
Chai Wan, Hong Kong

☎ 2889 3275 ☎ 2889 3121 ☎ rfrcs@richmond.org.hk

何立剛先生  
社會工作員  
Mr. HO Lap Kong  
Social Worker

### 利民進業服務（元朗 / 黃大仙） Richmond Customer Service (Yuen Long / Wong Tai Sin)

新界屯門青麟路8號青麟山莊第三座  
Block 3, Greenery Villa, 8 Tsing Lun Road, Tuen Mun, N.T.

☎ 2479 2424 ☎ 2479 2404 ☎ rfrcsyl@richmond.org.hk

麥偉光先生  
社會工作員  
Mr. MAK Wai Kwong  
Social Worker

## 服務計劃 Service Projects

### 陽光路上一青少年殘疾人士在職培訓計劃 Sunnyway - On the Job Training Programme for Young People with Disabilities

香港柴灣柴灣道233號新翠花園第六座地下  
Level 1, Block 6, New Jade Garden, 233 Chai Wan Road,  
Chai Wan, Hong Kong

☎ 2889 3275 ☎ 2889 3121 ☎ rfsunnyway@richmond.org.hk

黎詠欣女士  
社會工作員  
Ms. LAI Weng lan  
Social Worker

### 職能評估及優化計劃

#### Vocational Assessment and Intervention Enhancement Project

香港柴灣柴灣道233號新翠花園第六座地下  
Level 1, Block 6, New Jade Garden, 233 Chai Wan Road,  
Chai Wan, Hong Kong

☎ 2889 3275 ☎ 2889 3121 ☎ vocationrehab@richmond.org.hk

陳曉鈞女士  
一級職業治療師  
Ms. CHAN Hiu Kwan Leona  
Occupational Therapist (I)



## 社會企業 Social Enterprise

### 利民卓業有限公司 Richmond Welbiz Limited

香港柴灣柴灣道233號新翠花園第六座地下  
Level 1, Block 6, New Jade Garden, 233 Chai Wan Road,  
Chai Wan, Hong Kong  
☎ 2889 3275    ☎ 2889 3121    ✉ welbiz@richmond.org.hk

王家敏女士  
署任高級經理  
Ms. WONG Ka Man  
Acting Senior Manager

## 宿舍訓練服務 Residential Training Services

### 中途宿舍 Halfway House

#### 屏山樓 Ping Shan House

新界元朗屏山D.D.122屏山里10號  
10 Ping Shan Lane, D.D.122 Ping Shan, Yuen Long, N.T.

☎ 2478 6983    ☎ 2478 4059    ✉ rfps@richmond.org.hk

馮佩貞女士  
經理  
Ms. FUNG Pui Ching  
Manager

#### 翠華之家 Tsui Wah House

九龍黃大仙上邨第四期黃大仙中心北館平台  
Podium, Temple Mall North, Phase 4,  
Upper Wong Tai Sin Estate, Kowloon  
☎ 2320 4700    ☎ 3417 7145    ✉ rftwh@richmond.org.hk

朱海迪女士  
經理  
Ms. CHU Hoi Tik  
Manager

#### 尚德之家 Sheung Tak House

新界將軍澳尚德邨尚真樓B翼地下  
G/F, Wing B, Sheung Chun House, Sheung Tak Estate,  
Tseung Kwan O, N.T.  
☎ 2178 0965    ☎ 2178 0966    ✉ rfsth@richmond.org.hk

區偉德先生  
經理  
Mr. AU Wai Tak Victor  
Manager

#### 環翠之家 Wan Tsui House

香港柴灣環翠邨富翠樓地下  
G/F, Fu Tsui House, Wan Tsui Estate, Chai Wan, Hong Kong

☎ 2558 8449    ☎ 2558 3914    ✉ rfwth@richmond.org.hk

陳倩儀女士  
經理  
Ms. CHAN Sin Yee  
Manager

### 輔助宿舍 Supported Hostel

#### 利康居 Likang Court

新界屯門青麟路8號青麟山莊第三座  
Block 3, Greenery Villa, 8 Tsing Lun Road, Tuen Mun, N.T.

☎ 2466 1992    ☎ 2478 6044    ✉ rflkc@richmond.org.hk

林恩平先生  
經理  
Mr. LAM Yan Ping  
Manager

## 社區精神健康支援服務 Community Mental Health Support Services

### 精神健康綜合社區中心 Integrated Community Centre for Mental Wellness

#### 友樂坊（黃大仙） ALOHA (Wong Tai Sin)

九龍慈雲山慈樂邨樂天樓地下  
G/F, Lok Tin House, Tsz Lok Estate, Tsz Wan Shan, Kowloon

☎ 2322 3794    ☎ 2320 1178    ✉ alohawts@richmond.org.hk

楊麗君女士  
署任經理  
Ms. YEUNG Lai Kwan  
Acting Manager

#### 友樂坊（港島東） ALOHA (Eastern)

香港柴灣環翠邨澤翠樓低層地下1-8室  
Unit Nos. 1-8, LG/F, Chak Tsui House, Wan Tsui Estate,  
Chai Wan, Hong Kong

☎ 2505 4287    ☎ 2976 5330    ✉ alohahke@richmond.org.hk

龍建樺女士  
經理  
Ms. LUNG Kin Wah  
Manager

### 《即時通》24小時精神健康守護同行計劃 JUSTONE 24-Hour Community Mental Health Support Project

#### 《即時通》24小時精神健康守護同行計劃 JUSTONE 24-Hour Community Mental Health Support Project

香港北角百福道21號香港青年協會大廈18樓1801室  
Room 1801, 18/F, The Hong Kong Federation of Youth Groups Building,  
21 Pak Fuk Road, North Point, Hong Kong  
☎ 3512 2626    ☎ 3512 2688    ✉ justone@richmond.org.hk

張斯皓先生  
經理  
Mr. CHEUNG Si Ho  
Manager

### 「智叻精靈」計劃 Mental Health Smarties Project

#### 「智叻精靈」計劃 Mental Health Smarties Project

香港北角百福道21號香港青年協會大廈18樓1801室  
Room 1801, 18/F, The Hong Kong Federation of Youth Groups Building,  
21 Pak Fuk Road, North Point, Hong Kong  
☎ 3704 5123    ☎ 2527 6855    ✉ mhsmarties@richmond.org.hk

趙妍女士  
計劃主管  
Ms. ZHAO Yan  
Project-in-charge

## 家屬支援服務 Family Caregivers Support Services

### 利民家庭學社 Richmond Family Institute

九龍慈雲山慈樂邨樂天樓地下  
G/F, Lok Tin House, Tsz Lok Estate, Tsz Wan Shan, Kowloon

☎ 2322 3794 ☎ 2320 1178 ✉ rfrfi@richmond.org.hk

蔡剛先生  
社會工作員  
Mr. CHOI Kong  
Social Worker

## 專項計劃 Special Projects

### 臨床心理服務 Clinical Psychology Service

香港北角百福道21號香港青年協會大廈18樓1801室  
Room 1801, 18/F, The Hong Kong Federation of Youth Groups Building,  
21 Pak Fuk Road, North Point, Hong Kong

☎ 2529 1323 ☎ 2527 6855 ✉ rfcp@richmond.org.hk

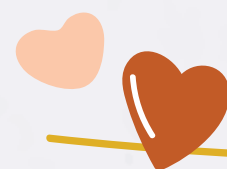
顏基衛博士  
臨床心理學家  
Dr. NGAN Avis  
Clinical Psychologist



## 鳴謝 Acknowledgement







# 服務單位總覽 Service Units

本會衷心感謝以下團體及個人的捐助及支持；如有遺漏，懇請見諒。

The Fellowship would like to express our sincere gratitude to the following organisations and individuals for their generous donation and support, and to apologise to those whom we have inadvertently omitted.

名單按單位英文名稱順序。 The list in alphabetical order according to the English name.

## 工商團體 Business Organisations

三昇國際財富信貸有限公司  
3M香港有限公司  
雅卓印刷公司  
安進香港  
正雅印刷廠(香港)有限公司  
碧瑤清潔服務有限公司  
恒毅環衛服務有限公司  
優質柯式印刷有限公司  
貓眼傳訊有限公司  
中興保安服務有限公司  
城市服務集團  
彩印  
高碧(香港)有限公司  
創意(大中華)有限公司  
  
迪恆電腦顧問有限公司  
億中洋行有限公司  
川匯印刷公司  
以林工作坊有限公司  
寶卡時印刷設計有限公司  
  
榮欣印務製作公司  
嘉嘉得飲食有限公司  
榮光醫藥服務有限公司  
佳保護衛有限公司  
恆信印務公司  
香港乒乓論壇  
海棠物流(香港)股份有限公司  
鴻興印刷設計公司  
ISS Facility Services  
香港楊森大藥廠，強生(香港)有限公司成員  
  
嘉里集團  
義生洋行

3 Sing Wealth Credit International Ltd.  
3M Hong Kong Ltd.  
Achieve Printing Co.  
Amgen Hong Kong  
Artwell Printing Factory (HK) Ltd.  
Baguio Cleaning Services Company Limited  
Best Result Environmental Services Ltd.  
Capable Offset Printing Company Ltd.  
Cateye Communications Ltd.  
Central Security Services Ltd.  
City Services Group  
Colorprint Production Ltd.  
Corporate Press (HK) Ltd.  
Cre8 (Greater China) Ltd.  
Cre8 Ltd.  
DataCap Computer Solutions Ltd.  
Eastern Zone Company Ltd.  
Efficient Printing Service  
Elim Workshop Limited  
Encrown Printing & Design Ltd.  
Fingerprint Ltd.  
Firework Printing & Production Company  
Gaga Catering Limited  
Glory Clinical Services Ltd.  
Guard Able Limited  
Handsome Printing Company  
HKTTF.COM  
Hoi Tong Logistics (H.K.) Limited  
Hung Hing Printing & Design Company  
ISS Facility Services  
Janssen, a division of Johnson  
& Johnson (Hong Kong) Limited  
Kerry Group  
Lorence & Company

## 工商團體 Business Organisations

中基服務管理有限公司  
俊達行  
  
香港明遠有限公司  
麥當勞  
經緯園藝  
綿香食品有限公司  
志和快遞服務公司  
  
蘭屋時裝有限公司  
超越乒乓球訓練中心  
激拍有限公司  
奔達印刷  
萬里柯式國際有限公司  
  
毅印印刷公司  
展峰設計印刷公司  
祿祿集團  
禾麥(亞洲)有限公司  
  
天源服務管理有限公司  
品製作及廣告有限公司  
春天(西環)護老之家  
春暉護老中心  
  
牛奶有限公司  
香港中華煤氣有限公司  
TM  
天藝製作公司  
華隆行  
榮浚有限公司  
如意洗衣(香港)有限公司  
峻樺廣告有限公司

Mainland Services Management Ltd  
Marble-Arch Company  
Marvintage  
May Union (Hong Kong) Company Ltd.  
McDonald's  
Melofield Nursery & Landscape Contractor Limited  
Min Hong Foods Co. Ltd.  
Nice Courier Service Co.  
NTI-China Limited  
Orchid House Fashion Ltd.  
Overstep Table Tennis Training Centre  
Paqable Ltd.  
Printec Printing Company  
Prosperous Offset International Ltd.  
PURE INTERNATIONAL (HK) LTD.  
Right Printing Company  
Rogma Art House  
Roku Roku Group Ltd.  
Roy Mark (Asia) Ltd.  
Sanrio Wave Hong Kong Co. Ltd.  
Sky Wise Services Management Ltd.  
So-Mad  
Spring (Kennedy) Home For The Aged  
Springfield Home For The Aged  
Televoice Technology Projection Limited  
The Dairy Farm Company, Limited  
The Hong Kong and China Gas Company Limited.  
TM Production Ltd.  
Top Line Production Company  
Wah Lung Hong  
Winster Limited  
Yue Yi Laundry (Hong Kong) Ltd.  
Zoom & Sizes Advertising Agency Ltd.

## 政府部門／地區團體 Governmental Organisations/ District Parties

社會福利署殘疾人士藝術發展基金	Social Welfare Department Arts Development Fund for Persons with Disabilities
康樂及文化事務署	Leisure and Cultural Services Department

## 贊助基金 Funding Bodies

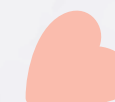
華永會	BMCP
周大福慈善基金	Chow Tai Fook Charity Foundation
共濟會	Hong Kong Freemason
利希慎基金	Lee Hysan Foundation
悟宿基金會有限公司	Providence Foundation Limited
余兆麒醫療基金	S.K. Yee Medical Foundation
香港救助兒童會	Save the Children Hong Kong Limited
香港公益金	The Community Chest
香港賽馬會慈善信託基金	The Hong Kong Jockey Club Charities Trust
威富基金	VF Foundation

## 非牟利機構 Non-Governmental Organisations

中國基督教播道會傳恩堂	EFCC Evangel Christian Church
輝煌復康產品製造有限公司	FH Rehabilitation Products Manufacturing Co Ltd
樂施會	Oxfam Hong Kong
恆愛義工隊	Team of Care
華人永遠墳場管理委員會	The Board of Management of the Chinese Permanent Cemeteries
香港社會服務聯會	The Hong Kong Council of Social Service
青年廣場	Youth Square

## 個人 Individuals

鄺煒田教練	Mr. KWONG Wai Tin
許龍杰醫生	Dr. HUI Lung Kit
凌煒鏗醫生	Mr. LING Wai Hang





## 捐款表格 Donation Form

請支持利民會工作 Please support RFHK

Thank you!

我願意 I want to make ☐ 每月捐款 a monthly donation of: ☐ 作一次性捐款 a one-off donation of:  
港幣 HKD ☐ 100 ☐ 200 ☐ 300 ☐ 500 ☐ 1000 其他金額 Other amount: \_\_\_\_\_

請用正楷填寫，並於適當方格內加上「✓」號及 \* 刪去不適用者。Please fill in with block letters, 「✓」 or \* delete as appropriate.

### 捐款人資料 Donor Information

通訊語言 Language: ☐ 中文 ☐ English

姓名 Name: (英文 English) \_\_\_\_\_ (中文 Chinese) \_\_\_\_\_ \* 先生 Mr / 女士 Ms  
Given Name Surname

聯絡地址 Address: \_\_\_\_\_

聯絡電話 Telephone: \_\_\_\_\_ 電郵 Email: \_\_\_\_\_ 傳真 Fax: \_\_\_\_\_

### 捐款方法 Donation Method

☐ 信用卡 Credit Card (每月捐款 Monthly Donation) 信用卡號碼 Card no. \_\_\_\_\_

持卡人姓名 Name of the cardholder: \_\_\_\_\_

☐ VISA ☐ Master 有效期至 Expiry date: \_\_\_\_\_ / \_\_\_\_\_ 月 Month / 年 Year

持卡人簽署 Cardholder's signature 日期 Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

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☐ 劃線支票 Crossed cheque (抬頭人請寫“利民會” Payable to “Richmond Fellowship of Hong Kong” )

銀行名稱 Bank: \_\_\_\_\_ 支票號碼 Cheque no.: \_\_\_\_\_

☐ 現金捐款存入本會銀行戶口 Deposit directly to our bank account (利民會 / Richmond Fellowship of Hong Kong)  
中國銀行 BOCHK 012-787-00048195 或 東亞銀行 BEA 015-162-40-03393-3

☐ PPS繳費靈 (商戶編號 Merchant code: 9849) 付款編號 Payment Reference No.: \_\_\_\_\_

☐ PayMe by HSBC



☐ PayPal



☐ 於以下便利店現金捐款 Cash  
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OK 便利店單次慈善捐款金額不能  
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簽名 Signature

日期 Date: \_\_\_\_\_

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1. 請將支票或銀行入數紙正本連同此表格一併寄回本會，以便發出正式收據(如需要者)。 Please send the cheque or bank-in slip together with this form to RFHK for issuance of donation receipt, if required. 2. 港幣\$100 或以上的捐款可申請減稅。每月捐款的正式收據將於每年四月寄奉。 Donation of HK\$100 or above is tax deductible. For monthly donations, an official receipt will be issued in April annually. 3. 本會成功收到「PayMe from HSBC」或「PayPal」交易紀錄後，將依照捐款者的訊息在七個工作天內發出正式收據。(港幣\$100 或以上的捐款) After successfully received the transaction on PayPal or PayMe from HSBC, an official receipt will be issued according to the donor's message within seven working days (for Donation over HKD 100).

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### 督印人 Publisher :

馮祥添博士 Dr. FUNG Cheung Tim

### 印刷數量 Number of copies :

200本 copies

### 編輯小組 Editorial Group :

黃建隆博士 Dr. WONG Kin Lung, Keith

黃富民先生 Mr. WONG Fu Man, Eric

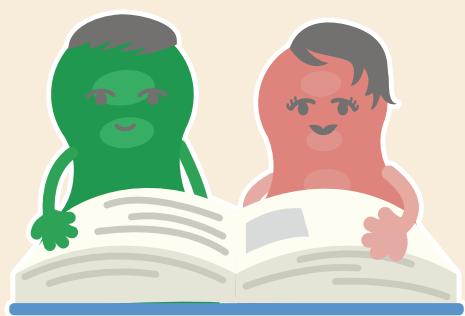
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### 設計 Design :

JC Workshop Limited



# 2020-2021

## 年度服務報告

## ANNUAL REPORT



香港公益金  
THE COMMUNITY CHEST  
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